



**2023
Sustainability
Report**





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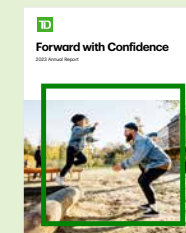
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This publication is part of our reporting suite. For more information about TD and our activities, please read our other reports:

[2023 Annual Report](#)



[2023 TD Ready Commitment Report](#)



[TD's Climate Action Plan: 2023 Progress Update](#)



[+ Supplementary Sustainability Resources](#)



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Performance Highlights

Sustainability and ESG Ratings and Recognition

- Listed on the Dow Jones Sustainability North America Index (DJSI) for the twelfth consecutive year.
- Recognized as a S&P Global Sustainability Yearbook Member in 2024, as a company within the top 15% of banks globally based on their 2023 S&P Global Corporate Sustainability Assessment scores.
- Recognized by Euromoney as the Best Bank for Corporate Responsibility in North America for 2023.



Governance

- Continued to integrate sustainability considerations into our business strategy, risk management and decision-making, coordinated by our ESG Centre of Expertise.
- Continued to proactively monitor and consult on industry, regulatory and legislative developments, through several industry forums, in order to promote greater harmonization among standard setters regarding disclosure requirements for environmental and social risks.



Environmental

- Expanded the calculation of our Scope 3 financed emissions footprint and enhanced tools for monitoring our financed emissions and progress toward our targets.
- Advanced our climate risk identification and measurement processes and developed an enterprise climate data strategy, including laying the groundwork for a central data service project.
- Began assessing both the impacts that our relevant financing activities in the Agricultural sector have on nature, and the nature-related dependencies of the industries we finance. We developed a case study for each: a [heatmap](#) of our in-scope Agricultural clients' impact on nature and a [pilot investigation](#) on Nature Risk Identification.



Sustainable Finance

- Achieved \$69.5 billion of our \$500 billion Sustainable & Decarbonization Finance Target and introduced our Sustainable Finance Strategy (details on both can be found on pages 30-34).¹
- Launched a new ESG-focused fund through TD Asset Management Inc. called the TD North American Sustainability Bond Fund.
- TD Securities supported Casella Waste Systems, Inc., a regional solid waste, recycling, and resource management services company on the company's inaugural US\$650 million sustainability-linked credit facility.



Social

- Disclosed five new targets for our social framework, TD Pathways to Economic Inclusion. See pages 47-48 for details.
- Advanced and launched initiatives to help improve economic inclusion. This includes announcing the Black Entrepreneur Credit Access Program in Canada that aims to provide more equitable access to credit for Black entrepreneurs, and introducing TD Clear, a no-interest, subscription-based, monthly fee credit card for customers in the U.S.



About this Report

Reporting Scope

This report presents information on TD's sustainability strategy² and performance related to environmental, social and governance (ESG) issues with the potential to have an impact on our organization, society and the environment during the fiscal year ending October 31, 2023. Reports from previous years are available at <https://www.td.com/esg>.

The report is focused on the activities and operations of TD and its wholly owned subsidiaries and activities supporting TD's sustainability strategy. Further information regarding the activities and operations of TD and its wholly owned subsidiaries more generally is included in TD's [2023 Annual Report](#).

Throughout the report, "TD" or "the Bank" or "we" or "us" or "our" refers to TD Bank Group. "TD Bank" refers to TD Bank, America's Most Convenient Bank®.

The performance data footnotes include commentary regarding restatements or data changes, where applicable.

Currency

All currency is in Canadian dollars unless otherwise noted.

Endnotes and Acronyms

The endnotes on page 67 referred to throughout this report provide additional information on key concepts and metrics. Acronyms are used throughout this report. The complete list of acronyms can be found on page 70.

Reporting Frameworks

TD has referred to the Global Reporting Initiative (GRI) framework for sustainability reporting since 2007. TD reports in alignment with the voluntary GRI Standards (2021) and the Sustainability Accounting Standards Board (SASB). Our disclosures can be found here:

- [GRI Content Index](#)
- [SASB Index](#)

External Assurance and Other Reviews

Ernst & Young LLP (EY) performed a limited assurance engagement over a selection of TD's social and environmental performance indicators and a reasonable assurance engagement with respect to TD's use of net proceeds from its 2021 Green Bond issuance. For further information, please see the links below:

- [2023 Assurance Report for Sustainability Metrics](#)
- [2023 Assurance Report for the TD Green Bond \(2021\) Issuance – Use of Proceeds](#)

The LBG (formerly the London Benchmarking Group) Model is a recognized global standard for managing, measuring and reporting community investment. In addition to TD's own calculations, we ask LBG Canada to calculate our corporate giving and assess our data based on their methodology, which helps to account for the broader impacts of our financial contribution to communities.

- [LBG Verification Statement](#)

Ways to Reach Us

If you would like to contact TD with feedback, here are a few ways to reach us:

Customers: customer.service@td.com

Shareholders: tdshinfo@td.com

Institutional investors: tdir@td.com

Suppliers: tdsource@td.com

Non-Profits and Community-Based Groups: tdreadycommitment@td.com

On X (formerly Twitter): [@TD_Canada](#) or [TDBank_US](#)

By text: [TDHELP \(834357\)](tel:1877834357)



Symbol Key

- Supporting content/links
- Facts and figures for which EY provided a limited level of assurance
- Facts and figures for which LBG assessed our data and calculated our corporate giving based on their methodology
- Analyst Corner: Links to additional policies and references



A Message from Our Leadership



Bharat Masrani
President and CEO

At TD, our work is guided by our purpose – to enrich the lives of our customers, communities, and colleagues and, in 2023, we made progress to help create a more sustainable and inclusive future for those we serve. Across the Bank, we continued to integrate sustainability into our governance practices, operations, and customer and client offerings.

A key element of TD's longstanding commitment to sustainability is to help our customers and clients strengthen their financial resilience. The Climate Action Plan we introduced in 2020 sets out our goals and outlines the Bank's efforts to help build that resilience and assist our clients and the broader economic transition to a low-carbon world. This is a complex journey, and it will take time, focus, investment, and innovation.

Since launching our Climate Action Plan, TD has introduced targets for both our own financed emissions and for our engagement with clients across carbon-intensive sectors on their climate transition efforts.

As part of our work toward our financed emissions targets, in 2023 TD Securities reached an agreement with 1PointFive, a direct air carbon capture (DAC), utilization, and sequestration company. Subject to the plant becoming operational, TD Securities agreed to purchase 27,500 metric tons of carbon dioxide removal (CDR) credits over four years – one of the largest purchases of DAC carbon dioxide removal credits ever by a financial institution.

In addition, in the first year under our new \$500 billion 2030 Sustainable & Decarbonization Finance Target, TD delivered nearly \$70 billion in business activities toward our goal, consisting of financing, underwriting, advisory services, insurance, and the Bank's own investments. Throughout this report we share examples of how we are supporting our clients in decarbonizing their operations and advancing their emission reduction plans.

Supporting resilience for our customers, communities, and colleagues

At TD, we know that we can only thrive when the communities around us thrive. Through the TD Ready Commitment, we continue to invest in programs that help create opportunities for people to succeed in a changing world. We are making consistent progress toward our community giving target of \$1 billion by 2030, with \$157 million contributed this year alone in support of community, non-profit, and other organizations.

In 2023, we announced TD Pathways to Economic Inclusion, our new social framework. Through this framework, TD contributed to inclusive financial and economic outcomes in employment access, financial access, and housing access. TD-funded initiatives in Canada and the U.S. helped more than 230,000 participants build skills for the jobs of tomorrow. Committed TD colleagues also helped deliver financial literacy initiatives to more than 339,000 people across Canada. In addition, to further embed social considerations into our business, we introduced the TD Home Access Mortgage, designed to help increase access to home ownership opportunities for our U.S. customers in historically underserved communities, including Black and Hispanic communities.

At TD, we continued to develop, retain and attract our diverse talent. We advanced diversity, equity and inclusion (DEI) with continued investments in training, education, and programs that elevate diverse perspectives, including through the employment access pillar of TD Pathways to Economic Inclusion. The Bank strengthened its talent pipeline by supporting initiatives such as the Executive Women's Forum (EWF), a leadership and learning community that aims to help advance the careers of women in information security and technology, risk management and privacy.

Lastly, to gain greater insight into our progress toward building a diverse, equitable and inclusive workplace, in 2022 we initiated a third-party Workplace Racial Equity Assessment – a first for a Canadian bank. The report's findings recognized the steps the Bank has taken to promote DEI in the workplace, and work is underway to incorporate its recommendations into our Human Resources strategic plans, as well as our customer service practices.



A Message from Our Leadership

Supporting our colleagues to foster positive change

In recognition of the efforts of our more than 95,000 colleagues, TD was named by Euromoney as the Best Bank for Corporate Responsibility in North America for 2023. In addition, we were included in the Dow Jones Sustainability North America Index (DJSI) for the 12th consecutive year, and we were named an S&P Global Sustainability Yearbook Member, recognizing TD among the top 5% of banks based on the Global Corporate Sustainability Assessment scores.

We continued to invest in long-term and inclusive growth for our colleagues, supporting their wellbeing and helping them achieve fulfilling careers and make positive impacts on our customers, their fellow colleagues, and the communities we serve. Over the past year, we also delivered training for all TD colleagues through more than 560 learning and development programs.

Delivering on our purpose for our customers and communities

At TD, we understand that banking serves a higher purpose – in the lives of our customers, in the communities where we live and work, and in our economy. We know that we play an important role in supporting a more sustainable, more equitable future. Through the talent and commitment of TD colleagues, we are helping to drive positive change to overcome challenges and unlock the opportunities available in a more inclusive economy.

I am proud of how TD continues to embrace new business opportunities as we support our customers and clients, embed sustainability and inclusion into our business, foster resilience through our social framework, and enable our colleagues to reach their full potential. The significant progress that we are making would not be possible without the commitment and tremendous efforts of our dedicated TD bankers around the world.

Bharat Masrani
President and CEO



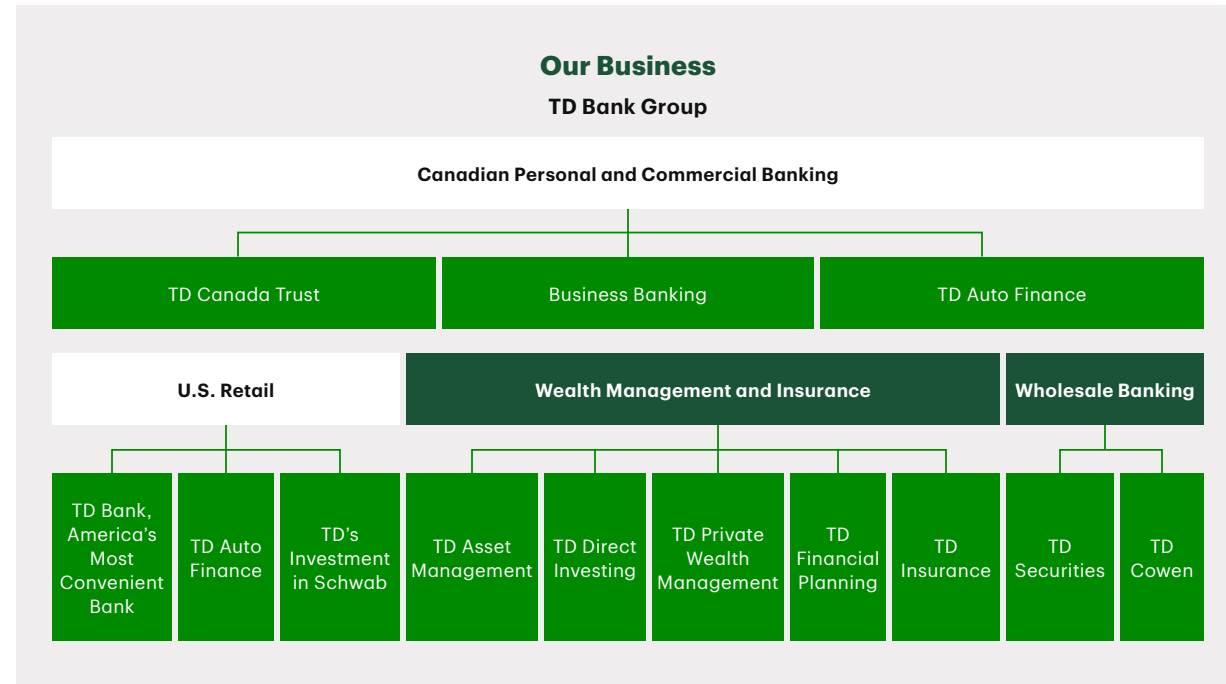
Alan MacGibbon
Chair of the Board

Guided by our purpose – to enrich the lives of our customers, communities, and colleagues – TD continues to embed inclusive and sustainable considerations into our business strategy and risk management approach. This report outlines our progress and the contributions delivered through our business activities, supply chain, and philanthropy. TD is leveraging the skills and passion of our more than 95,000 TD bankers to contribute to a more resilient and inclusive economy, strengthen the Bank, and deliver value to shareholders and all those we serve.



About TD

Anchored in our proven business model, we are guided by our purpose to give our customers, communities and colleagues the opportunities and confidence to thrive in a changing world.



Our Locations

2,239
retail locations across North America

39
cities worldwide in which TD Securities operates

Our Business (as of October 31, 2023)

~105k
colleagues¹

16.7m
active digital customers³

6th largest bank in North America²

28m
customers served throughout the globe

2023 Financial Performance⁴

\$2.0t
total assets

\$1.2t
total deposits

\$10.8b
reported earnings

5.6%
total shareholder return⁵ (5-year CAGR)⁶

Economic Contribution

>\$157m
community giving⁷

\$15.7b
in salaries and benefits

>155k
volunteer hours by TD colleagues in our communities⁸

1 Reflects employee headcount rather than full-time equivalent employees.

2 By total assets, as at October 31, 2023. Source: Bloomberg.

3 Active digital users are users who have logged in online or via mobile devices at least once in the last 90 days.

4 Financial performance indicators are based on TD's full year reported results for the year ended October 31, 2023. Unless otherwise indicated, all amounts are expressed in Canadian dollars and have been primarily derived from the Bank's annual Consolidated Financial Statements prepared in accordance with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board. Results prepared in accordance with IFRS are referred to as the "reported" results.

5 For additional information about this metric, refer to the Glossary in the [2023 MD&A, page 129](#).

6 Five-year CAGR is the compound annual growth rate calculated from 2018 to 2023.

7 Figures include any donation commitments recognized as a legal obligation or a constructive obligation and expensed in 2023 before they were paid out. Figure does not include donations made through TD Friends of the Environment Foundation.

8 As logged by TD colleagues on the TD Ready Commitment Network.

Sustainability Highlights Across Our Business

The following section provides a snapshot of some of the ways we're working to embed sustainability considerations into the way we do business and increase sustainability-related knowledge and expertise across the enterprise.

Canadian Retail

In 2023, Canadian Personal Banking launched **Offsite Account Opening**, available in most provinces, which allows branch colleagues to open personal deposit accounts for customers outside of a TD Branch, at community events, campuses and financial literacy workshops. This capability provides customers with flexibility in accessing account opening services and helps create more opportunities to engage customers in communities by bringing the Bank to more localized and relevant events.

U.S. Retail

TD Bank introduced **TD Clear** for U.S. customers, a no-interest, subscription-based credit card that charges a simple monthly fee – the first of its kind in the U.S. market. Our research showed that customers wanted a simple credit card product with a predictable monthly payment. The TD Clear credit card may help customers new to credit cards begin building their credit score over time in a more financially predictable manner.³

These activities support financial access, which is a focus area of our sustainability strategy.

- + Financial Access
- + Customer Experience
- + Product and Service Responsibility



Commercial and Business Banking

TD's **Sustainable Finance Executive Council (SFEC)** has a mandate to coordinate sustainable finance efforts across the Bank, in support of TD's sustainability strategy. The Council is chaired by TD's Executive Vice President of Canadian Business Banking and includes leaders who champion sustainable finance within their respective business lines. The members of the Council lead business initiatives that contribute to TD's sustainability goals and commitments.

As part of our work to support the development of affordable housing units, in 2023, TD Bank closed a debt and equity transaction to finance **HELP Park Place**, a US\$33 million mixed-use development in Crown Heights, Brooklyn, New York. The development will create 44 affordable apartments including eight units for homeless single-parent households and a community healthcare center to service the neighborhood. HELP USA., a non-profit organization, leads the development team and will provide support services to residents. The development will also provide free Wi-Fi internet access throughout the building. Park Place is part of New York State's US\$1 billion "Vital Brooklyn" initiative that redevelops underutilized or vacant land into community development projects that address chronic social, economic and health disparities in Central Brooklyn.

- + Sustainable Finance
- + Financial Access
- + Housing Access



Small Business Banking

In 2023, TD launched the **Black Entrepreneur Credit Access Program** in Canada. The program helps provide more equitable access to credit for Black entrepreneurs, who may disproportionately face hurdles securing funding for their businesses, helping to foster economic inclusion. This program also offers dedicated support and resources via specialized small business account managers and a team of business development managers across Canada dedicated to serving the Black community.

- + Sustainable Finance
- + Financial Access
- + Housing Access





Sustainability Highlights Across Our Business continued



Corporate

TD's Strategic Sourcing Group is committed to influencing strong ethical, social and environmental performance across our supply chain, which also helps improve our supply chain resilience. In addition to striving for a responsible supplier network, we also seek to build a diverse one with suppliers who share our values and demonstrate responsible practices while delivering high-quality goods and services. Since November 2019, we have required all new suppliers and suppliers with contracts that were renewed or amended to attest during the supplier registration process that they operate in accordance with the expectations described in our Supplier Code of Conduct. In addition, through TD's participation in the CDP Supply Chain Program, now in its eighth year, we aim to engage suppliers to report their carbon emissions and to phase in reductions over time. In 2023, we continued to encourage many of our suppliers to report their emissions by responding to the CDP climate change questionnaire.

TD's Enterprise Digitization and Automation team is harnessing the power of automation to simplify, expedite and improve processes across the enterprise, which are driving positive sustainability-related outcomes. For example, in 2023, the team automated the previously paper-based process of updating digital investment profiles for the approximately 150,000 customers whose digital investment profiles require updating annually. As a result, this eliminated the need for approximately 150,000 sheets of paper that would have otherwise been printed within our branches or contact centres. Through our automation efforts, we have also been able to improve the colleague experience by reducing the volume of repetitive tasks and enhance the customer experience by providing faster service.

TD's Enterprise Real Estate team continues to support our enterprise-wide goal to reach net zero by 2050 through efforts to help reduce our GHG emissions across TD's operations. Through the incorporation of green building design standards, the Bank has over 275 locations certified by Leadership in Energy and Environmental Design (LEED) that promote energy efficiency, reduced water consumption, and renewable power sources.

- + Corporate Governance and Integrity
- + Nature and Biodiversity
- + Climate Change
- + Employment Access
- + 2023 TD Climate Action Report



TD Insurance

Through its product and service offerings, **TD Insurance** (TDI) is working to drive emissions reductions, increase resilience to climate change and promote the efficient use of resources. In addition, TDI continues to play a thought leadership role in the insurance industry through organizations such as the United Nations Environment Programme Finance Initiative (UNEP FI). In 2023, TDI made presentations at several conferences organized by the UN and hosted sustainability-focused educational sessions for Chartered Professional Accountants of Canada. TDI's President and CEO is a member of the UNEP FI Leadership Council and TDI's AVP of Environment, Government and Industry Relations is the Chair of the UNEP FI Principles of Sustainable Insurance (PSI) board and a board member for North America.

- + Insurance
- + 2023 Principles for Sustainable Insurance – Annual Disclosure
- + 2023 TD Climate Action Report



TD Asset Management Inc.

TD Asset Management Inc. (TDAM) regularly prepares thought leadership pieces on a variety of sustainability-related subjects for external publications and its own communication channels. TDAM also publishes an annual report on sustainable investing as well as an annual Task Force on Climate-related Financial Disclosures report.

- + ESG Integration Best Practices for Commercial Real Estate Debt Investors
- + Respecting Employee Rights: Why Investors Should Consider the Risks Around Concealment Clauses
- + TDAM Task Force on Climate-related Financial Disclosures Report
- + Asset Management
- + 2023 TD Climate Action Report



TD Securities

The **TD Securities ESG Solutions group** is a centralized resource that supports client ESG coverage through the provision of advisory and financing solutions across Corporate and Investment Banking and Global Markets. This group of sustainability professionals works in collaboration with partners from across TD Securities to identify and deliver solutions that advance our public and private sector clients' ESG and decarbonization strategies and implementation plans. For example, the group offers sustainable financing solutions, tailored advisory services and market perspectives, and carbon market solutions, including carbon market advice around capital market transactions, compliance market hedging and voluntary market access.

TD Securities continues to bring ESG thought leadership to clients through client events, including Sustainability Week, which is a week-long conference led by TD Cowen, a division of TD Securities, that featured over 160 companies, policy makers and stakeholders discussing critical ESG topics. TD Securities also publishes thought leadership pieces in the form of articles and podcasts that provide commentary and perspectives on current ESG trends and issues affecting capital markets.

- + Sustainable Finance
- + TD Securities Insights website
- + 2023 TD Climate Action Report



A View of Sustainability at TD: A Message from Janice Farrell Jones



Banking is a business built on trust. At TD, one way we work to earn that trust is by demonstrating our commitment to make a positive impact on society and the environment through our role as a financial institution, business, corporate citizen and employer.

Throughout 2023, rising inflation and interest rates resulted in financial and emotional stress for many individuals and families – reinforcing the importance of contributing to a more sustainable and inclusive future and being mindful of not disrupting economic progress. Our commitment to creating this future is guided by our purpose to enrich the lives of our customers, communities and colleagues and can be seen in our sustainability strategy.

Over the past 30 years, TD has been a leader in key aspects of sustainability: in the 1990s, we were a founding partner of the First Nations Bank of Canada. In 2010, we were the first North American bank to compensate for 100% of our operational greenhouse gas emissions (i.e., Scope 1 and 2 and Scope 3 business travel emissions) through the purchase of carbon credits. And in 2020, we were the first Canadian bank to commit to net-zero emissions from our operations and financing activities by 2050. But this is not an area where our history means we can rest on our laurels – we must keep our momentum and demonstrate how we are making progress on the aspirational goals we've set.

In 2023, we set a \$500 billion by 2030 Sustainable & Decarbonization Finance Target to support environmental, decarbonization and social activities, and we have already started to make progress toward this goal. It is one way we are using our business to support economic activities that can contribute to the transition to a low-carbon economy and contribute to a more socially inclusive future, while serving our clients across all sectors.

This year, to drive accountability and support for our efforts to deliver on TD Pathways to Economic Inclusion, our social framework, we announced five new targets. This framework, which supports our existing business and philanthropic efforts, is focused on creating a foundation for deepening our contributions to financial and economic inclusion both in and outside of TD across three pillars – employment access, financial access and housing access. Sustainability is an important component of the Bank's overall strategy. It's also a point of pride for our colleagues, and their passion and expertise is helping to bring our strategy to life across the Bank. To highlight our efforts and showcase our progress, this year, we introduced a monthly, enterprise-wide internal bulletin to help our colleagues stay informed of sustainability initiatives across the Bank.

Our customers, investors and other stakeholders remain acutely interested in learning more about our sustainability priorities and are asking important questions about how we measure success and report on our progress. This year, we also saw significant change in the sustainability regulatory landscape. We continue to enhance our practices and capabilities to meet these evolving expectations and requirements. We believe a strong focus on sustainability, as a growth driver and a risk category, will continue to drive long-term value creation for TD and our customers.

Janice Farrell Jones
Senior Vice President, Sustainability and
Corporate Citizenship



TD's Sustainability Strategy

TD is focused on driving progress toward a more socially, environmentally and economically inclusive and sustainable future. We aim to operationalize our ESG Framework across the Bank, working toward positive change, capturing sustainability-focused social, environmental and economic opportunities across our business, and delivering on our purpose to enrich the lives of our customers, communities and colleagues. TD's sustainability strategy is enabled and supported by various programs and initiatives across the Bank, which help to deliver on our strategic focus, targets and goals. We continue to operationalize this strategy by focusing on long-term resilience through our ESG Framework.⁴

TD's approach to sustainability is:

- ✓ Embedded in our proven business model – delivering consistent earnings growth, underpinned by a strong risk culture;
- ✓ Guided by our purpose – focusing on our vision, purpose and Shared Commitments and;
- ✓ Inspired by our forward focus – shaping the future of banking in the digital age.

TD's ESG Framework

Environmental



We are supporting solutions to environmental issues affecting the sustainability of our business and communities, and the vitality of our planet. Our efforts include taking action to address climate risk and nature loss through greenhouse gas (GHG) emissions reduction targets and encouraging responsible resource use.

Our Approach

- Our **Climate Action Plan is the Bank's Transition Plan** and sets a **target of net-zero GHG emissions** across our operations and financing activities by 2050, aligned with the associated principles of the Paris Agreement.
- Our **Transition Plan** outlines our approach to mitigating climate risks, decarbonizing our operations, and the actions we are taking as a financial institution to support our clients in their own low-carbon transition journeys while also supporting the transition in the broader economy.
- To deliver on this target, we are **supporting our clients that are embarking on their own transition to a low-carbon economy** through sustainable finance products and services focused on emissions reduction as well as transition-related tools and guidance.
- We have the opportunity to look for ways to **reduce our own consumption of and impact on nature** through our operations as well as help our clients reduce their consumption of nature.

Social



We are contributing to inclusive financial and economic outcomes through our business, philanthropy, employment activities and supply chain.

Our Approach

TD Pathways to Economic Inclusion framework focuses our efforts on three areas:

- Through **employment access**, we are focused on providing equitable access to training, development and critical work experience for the long-term success and growth of our colleagues and communities. We are also focused on advancing diversity, equity and inclusion (DEI) throughout the organization and across our supply chain.
- Through **financial access**, we seek to improve access to banking with a focus on financial education and advice as well as enhancing or developing products, services and processes to remove barriers and help build financial health and resilience for our customers, communities and colleagues.
- Finally, through **housing access**, we are focused on providing tools and advice to help people access and remain in homes that meet their needs, supporting organizations that increase access to secure housing and provide related supports, and contributing to the supply and refurbishment of affordable housing through financing and philanthropy.

Governance



We are committed to sound corporate governance. Key governance matters on which we are focused include risk management, corporate governance, ethics and integrity, human rights, data security and privacy.

Our Approach

- TD's Board of Directors is elected by the Bank's shareholders to oversee management with a view to responsibly advancing the long-term interests of the Bank for the benefit of shareholders while addressing, where appropriate, the concerns of other relevant stakeholders and interested parties, including the Bank's employees, customers, debt holders, regulators and communities.
- Our ESG performance is underpinned and enabled by our strong risk management culture, policies and procedures. We are building enterprise resilience by working to integrate sustainability and ESG considerations across our organization and into our business strategy, risk management and decision-making. This work is coordinated through our ESG Centre of Expertise and ESG Central Office.

Sustainable Finance





TD's Sustainable Finance Strategy focuses on meeting our clients' evolving needs. We intend to help our clients further their social and environmental goals, and support a more sustainable future for local communities, while supporting progress toward the Bank's broader sustainability strategy.

Our Approach

- We are focused on supporting eligible environmental, decarbonization, and social business activities with the goal of reaching \$500 billion by 2030 through the Bank's lending, financing, underwriting, advisory services, insurance and the Bank's own investments:
 - Focusing on diverse and scalable environmental and social opportunities aligned with our risk appetite, while continuing to do business across all sectors, and engaging with clients in higher emitting sectors on their decarbonization plans
 - Anticipating clients' needs to capture business opportunities today and in the future
- Our Sustainable Finance Strategy is designed to support this focus through:
 - **Mobilization:** Evolving our products and services to meet the needs of our clients
 - **Engagement:** Being an active participant in the sustainable finance market
 - **Integration:** Establishing the tools, resources and processes to embed sustainable finance across the Bank



TD Performance Against Goals

	Goal	FY22 Result	FY23 Result	Status
 Environmental Supporting solutions to environmental issues affecting the sustainability of our business and communities, and the vitality of our planet, including taking action on climate change and nature loss through setting greenhouse gas (GHG) emissions reduction targets and encouraging responsible resource use.				
Operational Emissions				
Proportion of TD's operational GHG emissions that have been compensated through the purchase of carbon credits and renewable energy certificates (RECs) ¹	100%	100%	100%	Met
Absolute reduction in location-based Scope 1 and 2 GHG emissions from our operations ²	25% reduction by 2025, relative to a 2019 baseline of 162,849 tCO ₂ e ^{3,4,5}	24.3% reduction	28% reduction	On track
Financed Emissions				
Number of carbon-intensive sectors covered by financed emissions targets	Continue to develop financed emissions targets for the sectors defined by NZBA to cover the significant majority of our financed emissions, where data and methodologies allow	4 sectors covered	4 sectors covered	On track
 Social Contributing to inclusive financial and economic outcomes through our business, philanthropy, employment activities and supply chain.				
Overall Employee Engagement ⁶	85%	✓ 85%	✓ 87%	Met
Total donations, cumulative from 2019 ⁷	\$1 billion by 2030	\$528 million	\$685 million	On track
Women in roles titled Vice President and above in Canada ^{8,9}	45% by 2025	✓ 40%	✓ 41.6%	On track
Black, Indigenous and minority representation in roles titled Vice President and above across North America ^{8,10}	25% by 2025	23%	24.3%	On track

For information about the targets set in relation to TD Pathways to Economic Inclusion, see pages 47-48.



TD Performance Against Goals continued

	Goal	FY22 Result	FY23 Result	Status
Governance				
Remain committed to sound corporate governance.				
Women on the Board of Directors ⁸	At least 30% - 40% of the Board of Directors	✔ 44%	✔ 44%	Met
Independent Directors	Substantial majority	94%	94%	Met
Directors that voluntarily self-identified as a visible minority, an Indigenous person, 2SLGBTQ+, or a person with a disability ¹¹	n/a	44%	56%	
Eligible employees who completed the Code of Conduct and Ethics training ¹²	n/a	100%	100%	
Legendary Experience Index (LEI) – TD Composite Score ¹³	70.76	✔ 70.69	✔ 73.23	Met
Sustainable Finance				
Help our clients further their social and environmental goals, and support a more sustainable future for local communities, while supporting progress toward the Bank's broader sustainability strategy.				
TD's support of eligible environmental, decarbonization and social activities through lending, financing, underwriting, advisory services, insurance and the Bank's own investments ¹⁴	\$500 billion by 2030	—	\$69.5 billion	On track

1 TD annually retires voluntary carbon credits and RECs equivalent to 100% of its operational GHG emissions, defined as TD's market-based Scope 1 and 2 emissions, Scope 3 business travel emissions and non-renewable energy consumption, which forms part of TD's location-based Scope 2 emissions. In 2023, 3,083 RECs were sourced for TD locations outside of the U.S. and Canada. A small share of these RECs could not be sourced from the same market in which TD's electricity consumption occurs. We will continue to focus on prioritizing market-specific projects when purchasing RECs in future years. The reporting period for real estate data (e.g., electricity and natural gas) is August 1 to July 31; the reporting period for business travel data is aligned with TD's fiscal year (November 1 to October 31).

2 Scope 1 GHG emissions include direct emissions from heating and cooling, leased aircraft and corporate fleet. Scope 2 GHG emissions include indirect emissions from electricity, heating and cooling. For additional information on our Scope 1 and 2 targets, please see the Climate Change section and our Climate Change Data.

3 This interim target was set using a science-based approach and is in line with the 1.5°C trajectory recommended by the Paris Agreement. We used the SBTi absolute contraction approach, which allows for equal annual decreases in absolute emissions to zero by 2050. Given the significant volatility in 2020 and 2021 from global events (e.g., COVID-19 lockdowns and subsequent reopenings), we have used 2019 as our operational GHG baseline for all targets established to date so that the baseline reflects "normal" operations. Recalculation of baseline year (and prior year) GHG inventories are undertaken when one or multiple events result in a significant change to GHG emissions. Although we apply quantitative thresholds, we also consider qualitative factors when concluding upon when recalculations are required to be performed, which will be described in the footnotes as applicable. EY has provided limited assurance on the 2019 total Scope 1 and 2 (location-based) GHG emissions.

4 In 2023, we restated our 2019, 2020, 2021 and 2022 Scope 1 & 2 results to incorporate data from Cowen, Inc. This entity was acquired by TD in 2023. The acquisition results in an uplift of 3,544 tCO2e in 2019, 3,368 tCO2e in 2020, 2,819 tCO2e in 2021, and 3,221 tCO2e in 2022 for location-based emissions, which was estimated using the square footage of the Cowen real estate portfolio, multiplied by the emissions intensity from other assets within TD's real estate portfolio, for each respective year. EY has provided limited assurance over 2019, 2021 and 2022 total Scope 1 and 2 (location-based) GHG emissions. Note that the total figures in this table may not add up due to rounding.

5 International GHG emissions are primarily estimated based on energy consumption per square foot using other TD assets as a proxy, multiplied by applicable emissions factors, for each respective year.

6 TD measures overall employee engagement using the TD Pulse Survey, which asks colleagues to rate their level of commitment and connection to TD and their role along three dimensions (intention to stay, pride in working at TD and job satisfaction) on a scale of one to five: Strongly Disagree (1), Disagree (2), Neither Agree Nor Disagree (3), Agree (4) and Strongly Agree (5). The percentages under "Overall Experience" represent the average proportion of respondents in each group who either agreed (4) or strongly agreed (5) with the first three statements shown in the "Pulse Survey Results" table. In 2023, the TD Pulse Survey response rate was 92%.

7 Figures are disclosed in CAD equivalent and include any donation commitments recognized as a legal obligation or a constructive obligation and expensed in 2023 before they were paid out. Figure does not include donations made through TD Friends of the Environment Foundation.

8 The Bank's representation goals are aspirational. All nomination, appointment, hiring and other employment decisions are made on a non-discriminatory basis, consistent with applicable laws.

9 The goal of 45% women in roles titled Vice President and above in Canada by 2025 applies to women in Senior Management (Vice President and above) in TD's Canadian businesses. The goal was set in 2021, and the result for that year was 40%.

10 For the purpose of this goal, "minority" means non-Caucasian in race or non-white in colour, other than an Indigenous person. Data is voluntarily disclosed by colleagues and therefore may not be reflective of the actual workforce.

11 "Visible minority" is defined as non-Caucasian in race or non-white in colour, other than an Indigenous person. "Indigenous person" is defined as First Nations, Inuit, Métis, American Indian, Alaska Native, Native Hawaiian or other. "2SLGBTQ+" is defined as a member of the Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Plus community. "Person with a disability" is defined as a person having a long-term or recurring visible or invisible physical, mental, sensory, psychiatric or learning impairment, including impairment relating from or related to hearing, seeing, vocal, mobility, agility, pain, neurological, memory, development, psychological or addiction.

12 Completion rates for Code of Conduct and Ethics training are based on the applicable definitions of eligible and exempt employees pursuant to the Code of Conduct and Ethics.

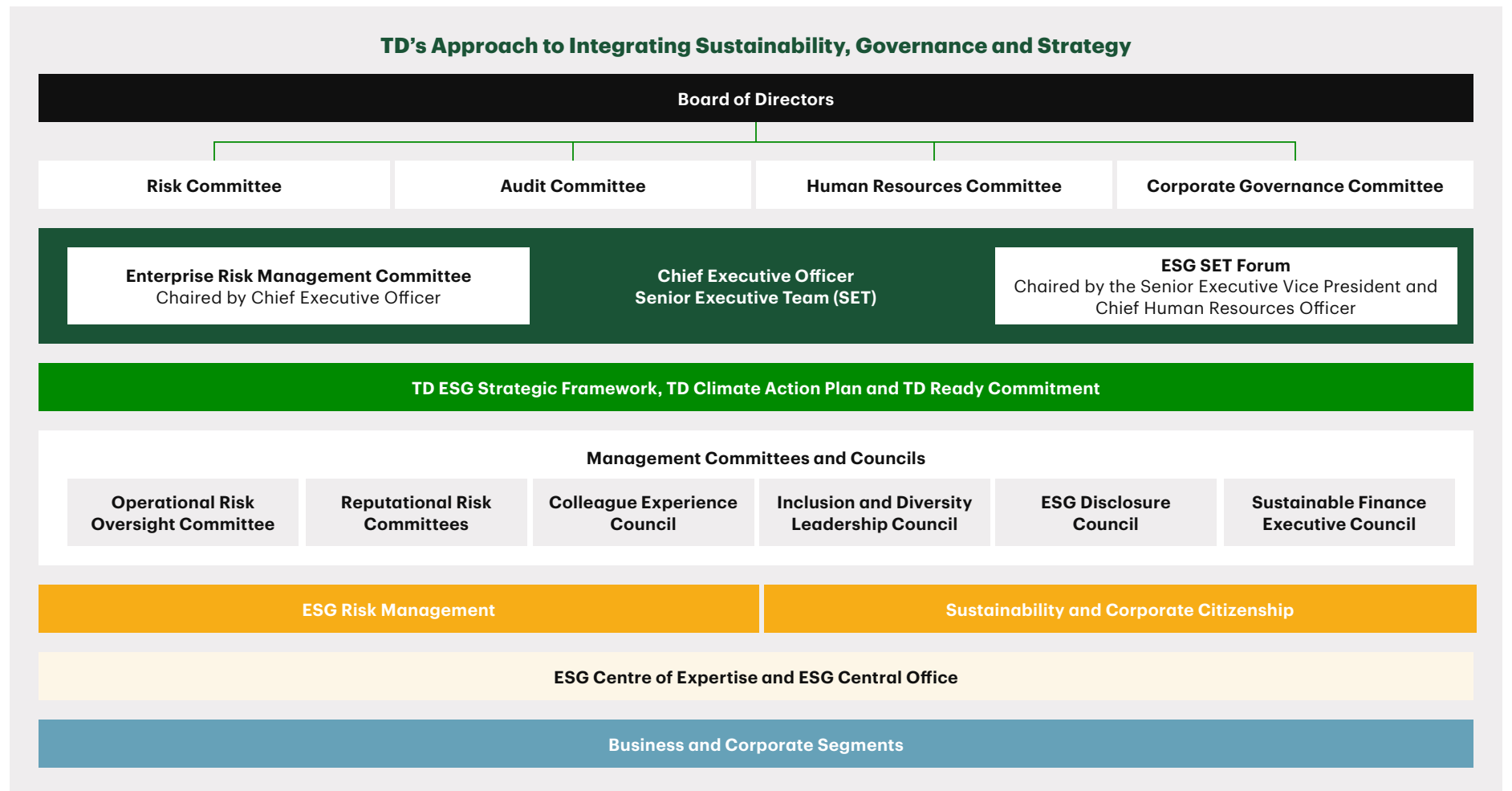
13 Refer to page 27 of this report for information on TD's performance compared to its LEI target.

14 For more information on the Sustainable & Decarbonization Finance Target, please see the [TD Sustainable & Decarbonization Finance Target Methodology](#).



TD's Approach to Integrating Sustainability Governance and Strategy

The graphic on this page depicts those bodies that help integrate sustainability governance and strategy at all levels of our organization, from the Board of Directors to our business and corporate segments. Our ESG Senior Executive Team (SET) Forum oversees sustainability and climate strategy development, and Kenn Lalonde, Senior Executive Vice President and Chief Human Resources Officer, and Ajai Bambawale, Group Head and Chief Risk Officer, are responsible for executive oversight of TD's sustainability strategy and ESG Risk Management, respectively. For additional details on the Board of Directors' engagement on sustainability matters, please refer to the Corporate Governance and Integrity section of this report.





TD's Approach to Integrating Sustainability Governance and Strategy continued

ESG Centre of Expertise (COE): The COE brings together the experience, expertise and talent of colleagues working on sustainability issues across the enterprise to coordinate and streamline efforts and to provide thought leadership to support decision-making and inform the sustainability strategy. Our ESG COE uses a six-hub model to facilitate knowledge sharing and coordination in key areas (research, policies, risk management, reporting, sustainable finance and leadership and strategy) necessary to move defined ESG enterprise strategic deliverables forward across the Bank. Each hub includes key team members from across the organization, including from Sustainability & Corporate Citizenship, corporate functions and lines of business, as appropriate.

ESG Central Office (ECO): The ECO is a key function within the ESG Risk Management team that supports the Bank's sustainability strategy by coordinating with stakeholders across the Bank to develop an Environmental and Social (E&S) Target Operating Model (TOM) and associated implementation plans. This multi-year plan guides how ESG considerations are prioritized and incorporated into practices and processes across the Bank, which helps ensure that the Bank has the right capabilities to deliver on our sustainability strategy. This year, we expanded the plan's focus on climate-related deliverables to include other facets of our ESG framework, specifically the key capabilities needed to execute against our social framework, the TD Pathways to Economic Inclusion.

Specialized business teams and capabilities: Our customers and clients are increasingly looking for advice as they make sustainability a priority within their businesses. An example of how we are meeting this ask is through the ESG Solutions group within TD Securities, which serves as a strategic advisor to our clients on key sustainability topics and related business opportunities.



TD's Sustainability Strategy and the TD Ready Commitment

TD is guided by our purpose: to help enrich the lives of our customers, communities and colleagues. Through our sustainability strategy and corporate citizenship platform, the TD Ready Commitment, we drive progress by helping to create a more inclusive, equitable and sustainable future.

Through the TD Ready Commitment, we are targeting a total of \$1 billion by 2030 in community giving and colleague engagement focused on four areas: Financial Security, Vibrant Planet, Connected Communities and Better Health. We call these the four Interconnected Drivers of Change, because when they are addressed together they can help people feel more confident about the future. The TD Ready Commitment has points of connection with our sustainability strategy, through the impact made by our philanthropic giving and human capital approaches.

[+ See TD Ready Commitment Report](#)

TD READY COMMITMENT

Engaging Our Stakeholders and Prioritizing TD's ESG Topics



There is increasing interest from our stakeholders in TD's ESG work, and there are many ways in which we engage with and listen to our stakeholders. Our ESG Stakeholder Engagement group works with teams across the Bank to monitor stakeholder perspectives and respond to ESG matters. The Corporate Governance Committee of the Bank's Board of Directors receives updates on stakeholder developments and, in 2023, we introduced a quarterly report to provide insights to business and corporate leaders across the Bank.

[+ See How We Listen to Stakeholders for more details on our 2023 engagements](#)

We conducted a materiality⁵ assessment in 2022 to identify and prioritize ESG topics discussed within our sustainability reports and to help inform future strategies. We review our material topics annually so that the results reflect our changing business and external landscapes. Our 2023 review revealed no significant departures from our 2022 materiality assessment results; as such, this report addresses the material topics identified in our 2022 assessment. However, as reflected in the matrix on this page, we recategorized consumer protection and customer experience as governance topics and noted that the topic of sourcing has both social and environmental components.

Our approach identifies topics as material based on two conditions: the potential to have an impact on TD's business (i.e., potential risks and opportunities the topics pose to our business) and the degree to which TD's business activities have the potential to have an impact externally (i.e., on the economy, environment, and/or society). More details on this approach can be found in our [Sustainability Reporting Details](#).

Our ESG Topic Prioritization

We organize ESG topics into three groups: "key impact areas" (topics where TD can have the greatest impact), "core focus areas" (topics fundamental to TD and our stakeholders), and "other important topics" (topics to monitor and manage). We consider our material topics to be those that are identified as key impact areas and core focus areas per the matrix on this page.

¹ Topic positions are estimated on a relative basis within TD's operating environment; they are not intended to express absolute impact.

* Sourcing is considered both a Social and Environmental topic.



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Corporate Governance and Integrity

Why It Matters to TD and Our Stakeholders



TD: Our Board of Directors (“the Board”) and management are committed to sound corporate governance practices that contribute to the effective management of the Bank and to achieving the Bank’s strategic and operational plans, goals and objectives.

Stakeholders: Investors, other interested parties and the public seek transparent information about how TD works to create sustainable value for shareholders over the long term.

Our Approach

We have designed our corporate governance policies, principles and practices to focus on discharging our responsibilities to shareholders and creating long-term shareholder value. The Bank is committed to proactive, open and responsive communications with shareholders, other interested parties and the public. The Bank recognizes the importance of the engagement of Directors with shareholders on areas that are core to the Board’s mandate. We have an independent Chair with a clear corporate governance leadership mandate and a Board that is responsible for fulfilling a number of duties.

These include:

- Approving the strategy and business objectives of the Bank and overseeing their execution.
- Overseeing the identification and monitoring of the top and emerging risks affecting the Bank’s businesses.
- Holding the CEO and senior management accountable for setting the tone at the top for integrity and compliance culture throughout the Bank.

Our [2024 Management Proxy Circular](#) provides an overview of TD’s corporate governance structure, policies and practices and describes the core principles that guide our approach to governance.

Our Commitment to Human Rights

TD is committed to supporting and respecting human rights, and our primary businesses are conducted in countries with robust legal regimes. Identify our work in the area of human rights throughout this report by looking for this icon:



Our Approach in Action

Promoting Responsible Conduct

TD promotes the responsible conduct of our employees and business activities through various programs. Visit the links below for additional details.

+ Code of Conduct and Ethics

Enterprise Conduct Risk Management: Conduct risk management is embedded into TD’s Legal, Compliance and Conduct Risk Framework and the TD Culture Framework. Enterprise Conduct Risk Management provides guidance through policy and guidelines and, in collaboration with key internal partners, governs employee conduct risk that may arise from the failure to comply with laws, regulatory rules and standards or with the TD Code of Conduct and Ethics. The management of conduct risk strengthens our compliance with TD’s Shared Commitments and provides a framework for our senior management and the Board to oversee conduct risk.

Between Us: Employee Ombudsman Office:

This office provides confidential, impartial and informal guidance on work-related concerns to all employees and reviews possible options for resolution. In 2023, 1,166 employees accessed support through this program.

+ Summary of Respectful Workplace Policy

+ Conduct and Ethics Hotline

+ Statement on Public Policy and Political Contributions

+ TD Bank Group Statement on Anti-Money Laundering (AML)/Anti-Terrorist Financing (ATF) and Sanctions

+ TD Bank Group Statement on Anti-Corruption

Analyst Corner



Corporate Governance and Integrity Data (p. 75)

[2024 Management Proxy Circular](#)

[Code of Conduct and Ethics for Employees and Directors](#)

[Conduct and Ethics Hotline](#)

[Proxy Access Policy](#)

[Tax Governance and Taxes We Pay and Collect](#)

[TD Bank Group Statement on Anti-Money Laundering \(AML\)/Anti-Terrorist Financing \(ATF\) and Sanctions](#)

[TD Bank Group Statement on Anti-Corruption](#)

[Public Policy and Political Contributions](#)

[Summary of Respectful Workplace Policy](#)

[TD Bank Group: Statement on Human Rights](#)

[2023 TD Modern Slavery and Human Trafficking Report](#)

[TD’s Approach to Equitable Pay](#)



Corporate Governance and Integrity continued

Board Diversity

The Board recognizes and embraces the benefits of diversity in its membership as a competitive advantage, which is in keeping with the Bank’s commitment to diversity, equity and inclusion (DEI) at all levels of the Bank’s workforce.

As set out in the Bank’s Board Diversity Policy, when identifying qualified candidates for the Board, the Corporate Governance Committee (CGC) considers diversity criteria reflecting the communities TD serves and in which it operates, including diversity in skills, regional and industry experience, gender, age, race, cultural background and other attributes, while recognizing that the Board is comprised of a limited number of individuals. The Board has established a goal¹ that women and men each comprise at least 30% to 40% of the Board’s Directors.

Details about our 2023 performance regarding diversity at the Board level can be found in the Performance Highlights section on this page, and for details about the Board Diversity Policy, please see pages 31 and 103 of [TD’s 2024 Management Proxy Circular](#).

TD’s Investment in Total Rewards

TD provides employees with a comprehensive total rewards package that includes a combination of base salary, variable compensation, benefits and wellness programs, and retirement and savings plans. The Bank’s philosophy about compensation is to provide a competitive package that is tailored, as appropriate, to the different practices of the locations in which the Bank operates. In 2023, we spent \$15.8 billion globally on salaries, incentive compensation and employee benefits.

Linking ESG Factors in Executive Total Rewards

One of the objectives of the executive compensation program is to reward executives for successfully implementing TD’s strategy, which includes ESG factors. In 2021, the Bank formally incorporated a number of ESG factors into the key metrics used to help determine the variable compensation pool for the Senior Executive Team (SET). These ESG metrics supplemented the existing customer experience metrics, and are related to the Bank’s overall sustainability strategy, including goals related to climate change, DEI, and employee engagement. For fiscal 2024, the Bank extended the consideration of ESG metrics to all Senior Vice Presidents and above who participate in the Executive Compensation Plan.

+ Details on the ESG metrics, results and impact on the variable compensation pool can be found in our [2024 Management Proxy Circular](#).

Equitable Pay

Our goal is to foster a culture of inclusion by providing a working environment that is supportive of all colleagues – giving every employee the opportunity to fully realize their potential. Our approach to equitable compensation is based on comprehensive and well-established programs and structures that are designed so that employees performing similar work have the same opportunity, supporting internal equity and fairness, while recognizing differences in experience, performance and contribution.

Progress on Goal

Goal	2023 Goal	2023 Result
Women on the Board of Directors	That women and men each comprise at least 30%–40% of the Board of Directors	✔ 44%
Independent Directors	Substantial majority	94%

Gender Pay Ratio and Minority Pay Ratio

Since 2018, the Bank has worked with a third-party provider on an annual basis to complete a detailed statistical analysis of compensation to assess potential differences based on gender and ethnicity. These reviews are used to actively monitor our compensation outcomes and make adjustments where appropriate for consistency and fairness. After adjusting for factors such as job level, geography and role, the 2023 review (data is as at June 1, 2023), which included over 95,000 employees globally, found that for both base salary and total compensation:

- Women globally earned more than 99 cents for every dollar earned by men.
- Visible minorities⁷ in Canada earned more than 99 cents for every dollar earned by non-visible minorities.
- Minorities⁸ in the U.S. earned one dollar for every dollar earned by non-minorities.

+ See [TD’s Approach to Equitable Pay](#) for details on equitable pay and gender and minority pay ratios.

Performance Highlights

56%

of the Board voluntarily self-identified as a visible minority, an Indigenous person, 2SLGBTQ+ or a person with a disability¹

100%

of eligible employees completed the Code of Conduct and Ethics training²

Racial Equity Assessment

TD Bank Group commissioned a racial equity assessment (REA) conducted by Covington & Burling LLP and WeirFoulds LLP to assess our Canadian and U.S. employment policies, practices and strategies related to DEI in the workforce. Published in 2023, TD’s REA reinforces the Bank’s commitment to diversity, equity and inclusion and sets out recommendations for further progress, which TD is incorporating into its strategic plans. For details, you can read the [full report on our website](#).

¹ “Visible minority” is defined as non-Caucasian in race or non-white in colour, other than an Indigenous person. “Indigenous person” is defined as First Nations, Inuit, Métis, American Indian, Alaska Native, Native Hawaiian or other. “2SLGBTQ+” is defined as a member of Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Plus community. “Person with a disability” is defined as a person having a long-term or recurring visible or invisible physical, mental, sensory, psychiatric or learning impairment, including impairment relating from or related to hearing, seeing, vocal, mobility, agility, pain, neurological, memory, development, psychological or addiction.

² Completion rates for Code of Conduct and Ethics training are based on the applicable definitions of eligible and exempt employees pursuant to the Code of Conduct and Ethics.



Corporate Governance and Integrity continued

What We Did in 2023

Engaging on Environmental and Social (E&S) Matters

	ESG Responsibility Highlights	Examples of 2023 ESG Engagements
Board of Directors	<ul style="list-style-type: none"> Approves TD's strategy and business objectives and oversees the implementation, execution and monitoring of performance, including with respect to TD's corporate citizenship and E&S strategy and goals. Approves TD's Risk Appetite Statement and reviews the Bank's risk profile and performance, including E&S risks. Oversees TD's risk culture and the identification and monitoring of top and emerging risks affecting TD and management of those risks in accordance with TD's Risk Appetite Statement and Enterprise Risk Framework (ERF), including E&S risk. Oversees the establishment of TD's culture of integrity and compliance through its Code of Conduct and Ethics, Culture Framework, Conduct Risk Management Policy, Raising Conduct and Ethics Concerns Policy and Anti-Bribery and Anti-Corruption Policy. <p>+ For further information, refer to TD's Board Charter.</p>	<ul style="list-style-type: none"> Received regular updates on TD's enterprise Risk Dashboard including E&S risk. Approved Fiscal 2024 Integrated Plan which includes ESG metrics. Received updates on the Bank's financed emissions targets and reporting. Received an update on the development of enterprise social strategy. Received ESG education session on responsible resource use. Received reports from the Committee Chairs after each Committee meeting regarding the Committee's activities, including those described below.
Corporate Governance Committee	<ul style="list-style-type: none"> Oversees and monitors TD's alignment with its purpose and its strategy, performance and reporting on corporate responsibility for E&S matters, including: <ul style="list-style-type: none"> Keeping abreast of international trends, best practices and standards in disclosure of ESG matters, including with respect to climate-related matters. Updating the Board on ESG matters. Reviewing TD's Modern Slavery and Human Trafficking Report. Develops and recommends to the Board corporate governance principles, including Code of Conduct and Ethics, to foster a healthy governance culture. Oversees conduct risk and enterprise-wide complaints. Oversees Directors' continuing education, including with respect to ESG matters. Oversees shareholder engagement practices. <p>+ For further information, refer to TD's Corporate Governance Committee Charter.</p>	<ul style="list-style-type: none"> Received updates on ESG strategy, reporting and performance. Received updates on enterprise social strategy, the Sustainable & Decarbonization Finance Target, net-zero targets and transition planning and related reporting. Received a report on compliance monitoring with respect to TD's Code of Conduct and Ethics. Monitored ESG-related risks and opportunities, including receiving presentations on stakeholder feedback, governance developments and ESG materiality assessment results. Received update on International Sustainability Standards Board (ISSB) standards. Received updates on Enterprise Conduct Risk Management. Reviewed an annual calendar of proposed ESG-related presentations for the Board and its committees. In the course of 26 meetings with institutional shareholders in 2023, the Board Chair and Human Resources Committee Chair discussed ESG matters raised by shareholders.



Corporate Governance and Integrity continued

ESG Responsibility Highlights

Risk Committee

- Approves TD's ERF and its major risks as set out in the ERF.
- Reviews and recommends TD's Enterprise Risk Appetite Statement for approval by the Board and oversees management of its risk profile and performance against its risk appetite, including reviewing and approving risk management frameworks and policies.
- Provides a forum for analysis of enterprise risk trends and current and emerging risks, including E&S risks.

+ For further information, refer to [TD's Risk Committee Charter](#).

Human Resources Committee

- Oversees and monitors the Bank's people strategy, organization structure and compensation strategies, plans, policies, including that practices are consistent with the sustainable achievement of the Bank's strategic ambitions, business objectives, prudent management of its operations and risks, and safeguarding of its unique and inclusive culture.
- Reviews and approves the Bank's Culture Framework.
- Oversees and monitors the Bank's policies and programs in place to support a healthy and safe workplace and business environment for employees, to promote employee well-being and engagement, and to support the diversity, equity and inclusion goals of the Bank.

+ For further information, refer to [TD's Human Resources Committee Charter](#).

Audit Committee

- Oversees financial reporting and disclosures and the effectiveness of internal control systems and processes in the areas of reporting (financial, operational and risk) and operations.
- Oversees the Internal Audit Division of the Bank.

+ For further information, refer to [TD's Audit Committee Charter](#).

Examples of 2023 ESG Engagements

- Conducted regular reviews of TD's enterprise Risk Dashboard including E&S risk.
- Received an update on TD ESG Risk Management program.
- Received an update on OSFI Guideline B-15: Climate Risk Management.

- Reviewed performance against 2023 ESG goals when determining the business performance factor and compensation awards for the CEO and members of the Senior Executive Team (SET).
- Approved extending the link between ESG goals and compensation to the Senior Vice President (SVP) and above population in the Executive Compensation Plan (ECP) for fiscal 2024.
- Reviewed the TD culture dashboard and related monitoring activities.
- Monitored the progress on the Colleague Experience enterprise priority and people strategy key initiatives.
- Reviewed fair pay and significant colleague compensation outcomes and initiatives.
- Reviewed the diversity, equity and inclusion strategy and outcomes.
- In the course of 26 meetings with institutional shareholders during 2023, the Board Chair and Human Resources Committee Chair discussed ESG matters raised by shareholders.

- Received updates on ESG assurance and ISSB disclosure standards and future sustainability-related reporting.
- Received an update on OSFI B-15: Climate Risk Management.

+ For additional information on the activities of the Board, refer to the [2024 Management Proxy Circular](#).

Environmental and Social Risk Management



Why It Matters to TD and Our Stakeholders

TD and Stakeholders: As a large financial institution, it's essential that we do our part to identify, assess, measure and mitigate the potential impact of a variety of risks facing the financial services sector that may impact our business and stakeholders.

Our Approach

Defining Risk and Risk Appetite

Our process for defining risks involves understanding what risks may arise from TD's strategy and operations. TD has established major risk categories and related subcategories to enable a consistent enterprise-wide approach to risk management. TD executives, directors and colleagues look to TD's Enterprise Risk Framework (ERF) as well as TD's Risk Appetite Statement (RAS) for a common understanding of how TD views risk and determines the type and amount of risk that it is willing to take to deliver on the Bank's strategy and to enhance shareholder value.

TD's Risk Appetite Statement

The Bank takes risks required to build its business, but only if those risks:

1. Fit our business strategy and can be understood and managed;
2. Do not expose the enterprise to any significant single-loss events; TD does not "bet the bank" on any single acquisition, business or product; and
3. Do not risk harming the TD brand.

Defining Environmental and Social Risk (Including Climate Risk)

TD defines environmental risk as the risk of financial loss, harm, or reputational damage resulting from environmental factors, including climate change and nature loss (e.g., loss of biodiversity and deforestation, desertification).

Climate risk is the risk of reputational damage and/or financial loss arising from materialized credit, market, operational or other risks resulting from the physical and transition risks of climate change to the Bank, its clients or the communities the Bank operates in. This includes physical risks arising from the consequences of a changing climate, including acute physical risks stemming from extreme weather events happening with increasing severity and frequency (e.g., wildfires, heat waves, and floods) and chronic physical risks stemming from longer-term, progressive shifts in climatic and environmental conditions (e.g., rising sea levels and global warming). Transition risks arise from the process of shifting to a low-carbon economy, influenced by new and emerging climate-related public policies and regulations, changing societal demands and preferences, technologies, stakeholder expectations and legal developments.

Social risk is the risk of financial loss, harm or reputational damage resulting from social factors, including human rights (e.g., discrimination, Indigenous Peoples' rights, modern slavery and human trafficking),

the social impacts of climate change (e.g., poverty, health, and economic and physical displacement) and the health and well-being of employees (e.g., inclusion, equity and diversity, pay equity, mental health, physical well-being, and workplace safety).

E&S Risk Governance

TD continues to enhance its capabilities in the governance of E&S risks. The Bank manages E&S risks through the Enterprise E&S Risk Framework, which sets the foundation for how TD manages E&S risk. This framework is reinforced by risk-specific policies including the Enterprise E&S Risk Policy, which outlines the requirements and expectations for the effective management of E&S risk at the Bank. The Bank's Enterprise E&S Risk Framework and risk management approach are aligned with TD's ERF and Enterprise RAS, which include E&S risk principles and measures. Additional information about E&S risk management can be found in [TD's Annual Report](#) and in the [Environmental and Social Risk Process](#). Also, for more information about our approach to climate risk management and highlights from 2023, please see our [2023 TD Climate Action Report](#).

Additional information about the accountabilities of the various ESG Risk Management teams can be found in [TD's Annual Report](#).

Analyst Corner

2023 Annual Report: Managing Risk
[\(p. 78-113\)](#)

2024 Management Proxy Circular:
Update From the Risk Committee [\(p. 115-116\)](#)

TD's Climate Action Plan: 2023 Progress Update
[\(p. 47-59\)](#)



Upcoming Priorities

Going forward, TD's ESG Risk Management function expects to:

- Continue to evolve its E&S risk practices as it works toward fully implementing the requirements of Office of the Superintendent of Financial Institutions (OSFI) Guideline B-15: Climate Risk Management, which sets out OSFI's expectations related to the management and disclosure of climate-related risks and opportunities.
 - Continue to integrate E&S-related risk, including climate risk considerations, into frameworks and policies of major risk categories.
 - Enhance existing tools and capabilities to identify, assess, measure, manage and monitor E&S risks across multiple time horizons and determine the potential impacts of E&S risks on the Bank's operations, lending portfolios, investments, and businesses.
- Continue to proactively monitor and consult on industry (e.g., ISSB), regulatory (e.g., OSFI, Canadian Securities Administrators, Office of the Comptroller of the Currency, Federal Reserve, and Federal Deposit Insurance Corporation) and legislative developments, though several industry forums, in order to promote greater harmonization among regulators and standard setters regarding disclosure requirements for E&S risks.
- Further implement appropriate risk considerations in its business processes, including with respect to free, prior and informed consent (FPIC) (See the next page for additional information).



E&S Risk Management in Lending

Our Approach

TD provides a wide range of financial products and services, including through Canadian Personal and Commercial Banking, U.S. Retail and Wholesale Banking, supporting customers with a presence in key global financial centres, including Toronto, New York, London, Dublin and Singapore. Operating an integrated financial institution means there is potential for the Bank's lines of business to be exposed to a broad range of E&S risks. Our approach to lending considers that E&S risks, including climate risk, may result in financial or operational impact on our borrowers, which in turn may manifest in credit, reputational, and other risks for the Bank. The Bank has policies, processes, and governance structures in place to manage, monitor and report on these risks. The Bank continues to participate in industry and other third-party engagements (e.g., the United Nations Environment Programme Finance Initiative (UNEP FI)), and continues to invest in climate risk analytical and data initiatives as it builds and enhances its capabilities. For additional details on how E&S risks are managed across the enterprise, please see [E&S Risk Management](#).

Our Approach in Action

Environmental and Social Due Diligence

We manage E&S risk based on a life-cycle approach that continues throughout the client relationship. Our approach for assessing risk includes a set of due diligence tools that are applied within the Bank's non-retail lending portfolios on the applicable borrower and/or transaction to identify and evaluate the risks associated with the lending activity, including applicable E&S risks. Due diligence related to assessing E&S risk may include, but is not limited to client questionnaires, environmental site assessments, site visits, industry research and assessments of an applicable borrower's activities, policies, procedures, and performance on significant E&S issues. Transactions with higher E&S risks undergo enhanced due diligence which may include escalation to the ESG Risk Management team for additional review. The ESG Risk Management team assesses the transaction request and may require the request to be escalated to the business segment-level and/or the enterprise-level reputational risk committee for further review and deliberation. Please refer to the [Environmental and Social Risk Process](#) for further information.

TD and Indigenous Peoples

TD has a longstanding commitment to support the rights of Indigenous Peoples within North America. We continue to support the Truth and Reconciliation Commission's (TRC) Call to Action #92 regarding business and reconciliation, and our 2023 TD and Indigenous Communities in Canada Report outlines the work we are doing to help advance the social and economic inclusion and equity of Indigenous Peoples. We are also supporters of free, prior and informed consent (FPIC), which emanates from the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). We believe in the importance of meaningful engagement with Indigenous Peoples and recognize that reconciliation can be achieved in different ways with different nations, groups and communities, who have diverse interests and aspirations. This engagement informs our commitment and approach to FPIC and to reconciliation more broadly.

We also recognize the role of government and public policy, and welcome the Government of Canada's recognition that relations with Indigenous Peoples should be based on the recognition and implementation of Indigenous rights, as well as the Government's ongoing work to implement UNDRIP into Canadian law.

FPIC considerations are incorporated in our due diligence process related to non-retail credit lending. Currently, within the context of our non-retail credit lending processes, our commitments are:

- To identify transactions with significant impacts on the lands, resources and/or way of life of Indigenous Peoples.
- To incorporate assessments of our clients' policies, practices and performance relating to FPIC when relevant as part of TD's Enterprise Environmental and Social Risk Policy.
- To apply enhanced due diligence where appropriate to address FPIC or significant impacts to the lands, resources and/or way of life of Indigenous Peoples.

Following engagement with investors in advance of TD's 2023 annual meeting of shareholders, and in furtherance of TD's support for TRC Call to Action #92, we are reviewing our policies, procedures and training programs relating to Indigenous Peoples and FPIC to assess where enhancements should be made. As part of this work, we have performed an environmental scan of approaches to and views on FPIC, identified commonalities and areas of divergence, and are engaging various organizations from the Indigenous community and industry stakeholders for their perspectives. TD is in the process of determining appropriate enhancements to our non-retail credit lending process and our Statement on Human Rights. We recognize that this is a complex and evolving area with a variety of legitimate perspectives, and we look forward to continuing this work in 2024.

Analyst Corner

Lending Data (p. 77)

[Environmental and Social Risk Process](#)

[List of Stakeholder Engagements on E&S Topics: ESG Reporting Details](#)

TD's Climate Action Plan: 2023 Progress Update (p. 47-59)





E&S Risk Management in Lending continued

Equator Principles

The Equator Principles (EPs) are a voluntary set of minimum due diligence standards to help financial institutions determine, assess, manage and report on E&S risks with respect to in-scope project financing. EP signatories choose to voluntarily adopt and apply the EPs as part of their due diligence processes to help support responsible risk decision-making. TD has been a signatory since 2007 and has embedded the EPs into its E&S risk processes for applicable transactions.

In 2023, TD completed 6 Equator Principles transactions. The number and categorization of EP deals undertaken this year is similar to the numbers reported in previous years. See page 77 about E&S Risk Management in Lending data for more information about TD's Equator Principles reporting for 2023.

What We Did in 2023

TD has continued to build on its ability to assess, manage and monitor how ESG risks manifest in the lending portfolio, with a particular focus on the impacts of climate-related risk. See our [2023 TD Climate Action Report](#) for additional information about our progress, including climate risk scenario analysis, enhanced data analytics and reporting, a new Physical Risk Identification Framework, and cross-industry engagement and research.

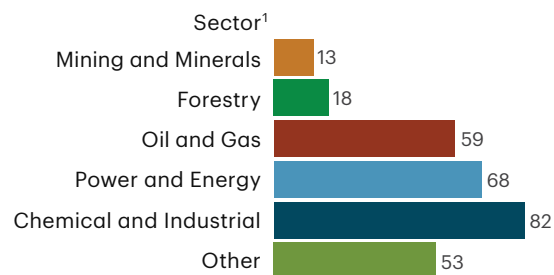


Performance Highlights

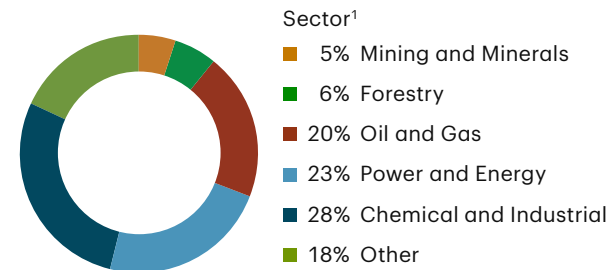
E&S Risk-Enhanced Due Diligence Reviews by Sector 2023

Transactions exceeding certain thresholds and with elevated E&S risk or significant change in E&S risk profile are escalated to TD's ESG Risk Management team for additional review and potential further escalation to the business segment and/or Enterprise Reputational Risk Committee.⁹

Number of Reviews Escalated to ESG Risk Management



Percentage of Total Reviews Escalated to ESG Risk Management



¹ Sector is determined based on primary business activity of the borrower.



Data Security and Privacy

Why It Matters to TD and Our Stakeholders



TD: Maintaining our customers' trust and safeguarding their privacy, while protecting the Bank's systems and keeping information secure, are fundamental priorities for TD. We actively monitor and manage security and privacy risks, and enhance our ability to mitigate these risks through enterprise-wide programs, industry-accepted practices, and threat and vulnerability assessments and responses.

Stakeholders: In this complex, interconnected digital era with evolving and sophisticated cyber threats and geopolitical unrest, customers expect TD to continue protecting their information and privacy.



Our Approach

Strengthening Cybersecurity at TD

Governance and Policy

- Cybersecurity is a formal component of TD's overall risk management framework. Our Chief Information Security Officer oversees our cybersecurity program and provides updates to the Board of Directors ("the Board"). Our Technology Risk Management and Cybersecurity Policy is available internally to all TD colleagues.
- TD's Technology Risk Management and Cybersecurity Policy outlines the organizational controls we have in place to help protect information. Security measures include next-generation firewalls, data encryption, and around-the-clock monitoring through our Fusion Centres (see next page) to help maintain the quality of TD's technology systems and help identify unusual customer account activity.
- TD has a cybersecurity strategy that is regularly reviewed and updated. The Board has several Directors with experience in technology management and information security.
- See [TD's Annual Report](#) for information about technology and cybersecurity risk.

Training and Culture

- Everyone at TD plays a role in keeping data secure and private and protecting the Bank from cyber threats. All colleagues are required to complete mandatory cyber, privacy and information security training that is refreshed and assigned annually. Our proactive training program provides colleagues with knowledge and brings awareness of cyber threats impacting the Bank.

- Colleagues, including executives and colleagues in high-risk job functions, as well as the Board, receive relevant and enhanced cyber, information and security training.
- Managing cybersecurity risks and improving cyber threat awareness across the organization are the responsibility of TD's business units, with the Bank's Operational Risk Management and Enterprise Risk Management Committees providing senior executive oversight, direction and guidance. Our businesses proactively drive cyber risk management within their businesses. Our cyber leadership monitors the cyber threat landscape, our technology and cyber risk profile, and emerging risks and roadmaps to keep our cybersecurity profile current.

Threat Monitoring

- TD has cyber intelligence, analytics, crisis management and operations teams dedicated to monitoring, detecting, understanding, analyzing and responding to threats, and assessing their likelihood and the impact they may have on our business operations, infrastructure and colleagues. See the description of the TD Fusion Centres on the next page.

Analyst Corner

Data Security and Privacy Data (p. 78)

[How We Protect You \(Security Measures\)](#)

[Canadian Privacy Commitment](#)

[TD U.S. Privacy Notice](#)

[Europe and Asia-Pacific Privacy Notice](#)

[How You Can Protect Yourself](#)





Data Security and Privacy continued

Industry Frameworks

- We align our capabilities with the National Institute of Standards and Technology (NIST) Cybersecurity Framework.
- TD is represented on the board of directors of the Cyber Risk Institute (CRI). The CRI is a not-for-profit coalition of financial institutions and trade associations aiming to protect the global economy by enhancing cybersecurity and resiliency through standardization. By having representation on the CRI board, TD has the opportunity to support the development of the CRI framework.

Enhancing Privacy

Governance and Policy

- The Privacy Office (the “Office”), together with other risk and control partners, provides objective guidance and assesses TD departments’ policies regarding privacy laws and regulations. The Office also provides risk-based oversight of compliance with our privacy program and the privacy laws and regulations applicable to the jurisdictions in which TD operates.
- The VP and Global Chief Privacy Officer, in collaboration with other stakeholders within the Bank, oversees TD’s Privacy program. Local privacy officers are engaged in the jurisdictions outside of Canada where the Bank operates.
- We strive to have clear and accessible privacy commitments that inform our customers of the ways in which we help protect privacy and the confidentiality of information, that explain how we collect, use and disclose customer information, and that outline individual rights and choices.

Training and Culture

- All colleagues have a role in supporting TD’s compliance with privacy laws and regulations. TD’s privacy training provides colleagues with the skills and knowledge they need to protect customer and colleague personal information appropriately, to understand their privacy obligations and to conduct day-to-day business activities in a compliant manner.

Regulatory Frameworks

- The Office proactively monitors new or amended privacy-related regulatory requirements and, where required, provides guidance on their application to TD’s businesses. This includes consultations and proposed updates to Canadian, U.S., European and Asia-Pacific privacy laws.

Industry Best Practices

- The Office maintains relationships with applicable industry associations and actively participates in advocacy related to privacy law reform.

Customer Education

- We strive to provide clear and accessible information to customers on how their information is collected, used, shared, disclosed and otherwise processed (including with third parties). Where appropriate, we provide customers with choices that balance their expectations with legitimate business needs and requirements of the law in jurisdictions where TD operates.
- We are focused on maintaining and investing in privacy and enhancing mechanisms for transparency and choice.

Performance Highlights

99.9%

of eligible employees completed Privacy training¹

What We Did in 2023

Strengthening Data Security

TD Fusion Centres: TD’s cybersecurity Fusion Centres, which use an always-on, 24/7 “follow-the-sun” approach (where work can be transitioned between colleagues, as necessary, in different time zones), include teams dedicated to the physical and information security of the Bank and protecting the Bank from potential fraud and insider threats.

Cybersecurity Connections and Attracting Diverse Talent:

Attracting and sourcing diverse talent with prioritized skills and capabilities continues to be a priority for TD. As an example, to develop diverse cyber talent and strengthen our talent pipeline, we worked with the Executive Women’s Forum (EWF). EWF is a leadership and learning community that aims to help create better workplaces for women and help advance the careers of women in the areas of information security, information technology (IT) risk management and privacy. EWF develops initiatives and opportunities to help enable women to work together to solve common problems, share best practices and explore new solutions.

Challenge: Evolving Phishing Tactics Affect Companies Globally

Response: Phishing is one of the most common forms of cyber crime.¹⁰ Threat actors quickly evolve their tactics in order to identify and target organizations and individuals to attempt to obtain sensitive information. To help combat these threats, TD colleagues receive training on recognizing the signs of social engineering activities, including phishing, and the common techniques that criminals use. This training aims to help colleagues understand the appropriate steps to take in the event of a social engineering attempt. TD conducts phishing simulations to help colleagues learn how to appropriately respond to phishing attempts.

In 2023, we enhanced our colleague phishing simulations to closely mirror the evolving tactics of threat actors. These simulated phishing messages featured the strategic use of recognizable company assets such as logos, titles and colour schemes – which are all publicly accessible and can be exploited by hackers to lend legitimacy to phishing attempts. In addition, we diversified and increased the frequency of our phishing simulations to include credential phishing, which is phishing with the intent to steal users’ credentials. To help our colleagues across the enterprise maintain vigilance, we share best practices bi-monthly via email and internal knowledge sharing platforms and include engaging activities such as quizzes designed to assess cyber resilience.

¹ Completion rates for privacy training are based on the applicable definitions of eligible and exempt employees pursuant to our internal policies.



Customer Experience

Why It Matters to TD and Our Stakeholders



TD and Stakeholders: TD is focused on continuing to innovate to meet and exceed evolving customer expectations. We are also focused on enriching our customers' lives by delivering a legendary customer experience that makes banking easy, creates value and provides trusted advice. Across our channels, we offer seamless and personalized customer interactions, delivering value when and how it works best for them.

Our Approach

One of the key measurements TD uses is our Legendary Experience Index (LEI), which measures customer experience and drives insights to help us improve that experience in the moments that matter most to customers. TD continues to invest in research, technology infrastructure, digital tools and platforms, artificial intelligence (AI) and other new technologies and solutions with a goal of anticipating and/or exceeding market and customer needs.

Our Approach in Action

Delivering Legendary Customer Service

We leverage a customer-centric experience platform to contact selected customers within 24 to 48 hours for those who interacted with a retail channel (branch/store, phone or digital). We also contact selected customers weekly to monthly for our relationship businesses such as TD Wealth Advice and Commercial Banking to seek feedback regarding their experiences with TD and to assess how well we are delivering on our brand promise. LEI results are shared in a timely manner within TD to help improve performance, and customer feedback and LEI results are inputs into variable compensation decisions for a majority of Bank colleagues. In 2023, over one million customers across North America provided feedback through this survey measurement program.

Measurement Capabilities

At TD, we are committed to improving the ways we measure customer feedback. To help us meet and exceed customer expectations and enhance the advice we provide them, we continue to ask for feedback about how we are delivering advice in the moments that matter most to customers. Year over year, we also aim to improve our efficiency by using data and behavioural analysis and using AI responsibly to

generate and deliver timely insights about the customer experience to internal TD stakeholders. Lastly, we remain focused on deepening our understanding of customers' experiences by conducting customer journey mapping, competitive benchmarking, a cross-business relationship survey and other data sources (e.g., Google reviews, social media listening, etc.) to create a holistic view of the customer experience. In 2023, to better understand how customers engage with TD, we implemented our first enterprise relationship study in both the United States and Canada. We will use this study as a complement to our existing measurements to help further our understanding of our customers' experiences with TD and identify opportunities to drive and track improvements in the areas that matter most to our customers.

Resolving Customer Complaints

Our goal is to provide legendary service and trusted advice to customers; however, when complaints arise, our focus is on resolving the issue at the first point of contact with empathy and thoughtful solutions.

Canada

In Canada, if a customer is not satisfied with the resolution at the first point of contact, they can escalate the matter to TD Customer Care for further review. If the complaint remains unresolved, the customer can then escalate to the Senior Customer Complaints Office (SCCO). Complaints escalated to the SCCO are often more complex in nature than complaints that are typically addressed at first point of contact. In 2023, the top SCCO complaint themes were the same as in 2022 and related to possible scams (e.g., crypto, romance, employment and wire scams) and home and auto insurance claims (e.g., disputes over settlements and declined claims).¹¹ In 2023, the Enterprise Customer

Complaints Initiative was launched and focuses on leveraging customer feedback and complaints data trends to identify and act on top opportunities to improve the overall complaints experience.

United States

In the United States, the Customer Advocacy and Insights team is responsible for complaint management and maintains a cross-functional framework for customers, business lines and channels. The primary drivers of complaints in 2023 were customer service, fees and product knowledge/misinformation. To identify top customer irritants and implement solutions to improve the customer experience, we introduced the Exceptional Pride to Inspire Legendary Customer Experiences, or "EPICx," program in 2023. This program is complemented by the Complaint Action and Oversight teams that work to create an end-to-end, holistic approach to leverage both complaint data and other sources of customer feedback. These teams are supported by Complaint Working Groups that provide individual business lines with support, including detailed feedback reporting, data trends and root cause analysis.



Analyst Corner

Customer Experience Data (p. 78)

[To Our Customers](#)

[Problem Resolution Process](#)

[Codes of Conduct and Public Commitments](#)

[Senior Customer Complaints Office \(SCCO\)](#)





Customer Experience continued

Challenge: Customer concerns and the Bank of Canada's rising interest rates in 2023

Response: With measures of core inflation still elevated in Canada, the central bank continued to adjust interest rates in 2023. Along with the resulting higher cost in borrowing, we also saw a significant increase in mortgage rate-related complaints in 2023 compared to 2022. While not a top complaint theme for the year in Canada, TD remains focused on leveraging all complaints as an opportunity to learn and take action to improve. For example, this rise in mortgage-rate-related complaints has helped inform our approach to educate our colleagues so they can provide appropriate advice to help guide potential homeowners along the right path to home financing.



Engaging Our Employees

Progress on Goal				
Goal	2024 Target ¹	2023 Target	Progress	2023 Result
Deliver Legendary Customer Experience – Legendary Experience Index (TD Composite Score) ²	72.61	70.76	Met	✓ 73.23

¹ As LEI programs continue to evolve, we have embraced the best practices of updating our methodology annually to incorporate new changes and ensure that LEI remains current. Key 2024 changes include weighting changes for TD Bank Group, TD AMCB, TD Insurance, TD Wealth and TD Business Banking and the survey appearance was updated. Additionally, there were some changes in LEI programs, one TD Canada Trust Phone LEI program was decommissioned while others were added to TD Wealth Direct Investing Digital and TD Life & Health Insurance. TDCT Branch and TD AMCB Phone made small adjustments to their LEI sample files to reflect the business changes.

² LEI is calculated by a third party based on independent customer experience surveys shared regularly with customers of the following segments: TD Canada Trust, TD Bank, TD Wealth, TD Insurance and TD Business Bank. The surveys ask customers to respond on a 10-point scale to indicate the extent to which they perceive their recent experience with TD to have been exceptional (70% weight) and, based on that experience, how likely they would be to do additional business with TD should they have financial needs in the future (30% weight). The percent of top-two box scores (i.e., 9 or 10) for each question are multiplied by their respective weightings and added together to calculate LEI. The results are compiled from the bottom up to create the Composite LEI score for each segment. The TD Bank Group Composite LEI score is calculated by totaling the Composite LEI scores for each segment after a weighting has been applied. The weight of each segment is based on their contribution to net income after tax for the previous 4 fiscal years.

What We Did in 2023

Driving Legendary Customer Experience Through Innovation

We continued working to deliver exceptional customer experience through initiatives targeted toward both everyday work and specialized services that we provide to our customers.

- In 2023, as part of our annual TD Tech Day¹² we deepened our commitment to the North American Open Banking ecosystem and explored developments in immersive virtual reality (VR), which helps us build on our longstanding commitment to have personalized experiences for our customers, communities and colleagues. Some examples include the following:
 - In the United States, we migrated open banking platforms Yodlee and Fincity to our application programming interface (API) to help enable communication between applications, so customers would have more options for secure ways to share their financial data.

- TD expanded its role in the Financial Data Exchange (FDX) when TD's Vice President of External Ecosystems was elected to the FDX board as Financial Institution Co-Chair. This appointment is an opportunity for TD to continue its work in the open banking market and alongside FDX, play a role in advancing financial inclusion for the future of our customers.
- TD launched multiple immersive experiences for customers that leverage emerging technologies to deliver enhanced and inclusive interactive engagement with TD.¹³
- TD continues to deliver proactive and personalized experiences to help support the financial well-being of millions of our customers across North America. This year, TD introduced a North American dynamic digital personalization strategy that provides customized, actionable insights for the customer to help with their everyday financial needs and situations.



Product and Service Responsibility

Our Approach

We are committed to providing financial products and services to all customers and in the communities we serve with transparency and clear and concise information. To help promote responsible sales practices, our employee incentive and reward programs support TD's values and incorporate features aligned with desired behavioural outcomes, anchored in integrity and ethics. This includes a balanced approach to our programs, which may include a variety of factors, such as customer experience and team and individual performance, with an ability to adjust compensation pools and individual incentive and reward decisions based on employee conduct.

Our Approach in Action

Educating Our Customers with Clear Language and Communication

Using clear language is a cornerstone of delivering legendary customer experience and providing financial products and services. We want our customers to understand how our products and services work, as well as their rights and obligations, so they can make informed financial decisions. In Canada, TD has Clear Language Principles to guide our colleagues and a Clear Language Basics course to train our colleagues who write customer documentation. In the United States we focus on readability and using plain language when communicating with customers.

Promoting Responsible Sales Practices

At TD, we know it's important to do right by our customers.

- We have checks and balances in place across our businesses. Several examples of these checks and balances include our governance and oversight infrastructure, conduct risk committees, conduct risk reporting, sales monitoring programs, conduct and ethics concerns policy, complaint escalation process for colleagues, customer complaints handling and reporting, HR investigations, and training programs for colleagues that support adherence to our corporate values and selling practices. Failure to comply with TD's Code of Conduct and Ethics may result in disciplinary action, up to and including termination.
- Colleagues who interact with customers receive training annually on product features, Know Your Customer and Know Your Product and anti-money laundering policies, and compliance with legal and regulatory requirements, including the Financial

Consumer Protection Framework. In addition, when relevant to their roles, colleagues are trained and required to use appropriate tools in their conversations with customers, which may prompt colleagues to offer a product assessment to help identify which product is appropriate based on the customer's circumstances including their financial needs.

- Our Performance Management Framework reinforces reward and recognition for colleagues who demonstrate TD's Shared Commitments and deliver on the needs of customers.
- In 2023, the Corporate Governance Committee (CGC) of TD's Board of Directors received updates from the SVP, Non-Financial Risk Management, about the conduct risk program. The CGC, which oversees the Bank's conduct risk program, provided regular reporting on the program to the Board of Directors during fiscal 2023.

- **United States:** TD Bank's Fair & Responsible Banking Policy supports the Bank's commitment to treat all individuals fairly and equitably in offering and providing banking products and services; to mitigate risk to the consumer; to prevent discriminatory practices and unfair, deceptive or abusive acts or practices (UDAAP); and to maintain compliance with applicable federal and state laws and regulations. Our intent is to be informative and forthright about our products and services and to comply with federal and state laws and regulations governing fair lending and the prevention of UDAAP. TD Bank maintains a Complaint Policy that enables us to identify and address customer issues and continue to enhance our legendary customer experience.

Analyst Corner

Product and Service Responsibility Data (p. 79)



[To Our Customers](#)

[Codes of Conduct and Public Commitments](#)

[Prohibited Conduct Rules for Banks – What You Need to Know](#)

[How We Protect You \(Security Measures\)](#)

[Accessibility at TD: Meeting Customer Needs](#)

[Our Privacy Commitments](#)

2023 Public Accountability Statement – Seniors Code (p.16)

What We Did in 2023

Protecting Our Customers

- **Canada:** The Financial Consumer Protection Framework aims to promote responsible conduct across Canadian banks and protect financial services customers. It also includes components related to promoting transparency for customers to help them make informed decisions and provisions related to fair and equitable dealing (e.g., requirements for cancelling agreements, access to basic banking services and complaints processes). See our [Public Accountability Statement](#) for information about access to banking and how we support the financial needs of seniors through implementation of the Seniors Code.

Accessibility at TD

At TD, we are committed to meeting the accessibility needs of persons with disabilities in a timely manner. In consultation with customers, colleagues and community members with disabilities, TD published an [Accessibility Plan](#) that details how we will identify, remove and prevent barriers to accessibility. A summary of the plan is available in American Sign Language (ASL) and Quebec Sign Language (LSQ), and copies of the plan can be requested in braille and large print. Whether our customers choose to bank online, by phone, at one our ATMs or in person, we are dedicated to making accessibility a top priority. For example, to help drive inclusive online experiences, we launched the TD Accessibility Adapter in 2023, a free browser plug-in tool available to the public in Canada and the United States that allows users to implement their personal online accessibility preferences. See page 53 for more information.



Sustainable Finance

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Sustainable Finance Highlights

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Asset Management

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Insurance

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Sustainable Finance

Why It Matters to TD and Our Stakeholders



TD: Sustainable finance is a valuable business opportunity to serve our clients' needs and promote enterprise resiliency. Leveraging our products and services, TD can support our clients in the transition to an inclusive, low-carbon future while supporting economic growth. Evolving our products and services in line with changing customer preferences is also important to TD to continue to meet customer needs and support TD's continued growth.

Stakeholders: As we continue to broaden our offerings, we can provide our customers and clients with options so they can make conscious choices and contribute to a more sustainable society.



Our Approach

TD's Sustainable Finance Strategy¹⁴ is designed to support our clients in advancing their own social and environmental goals and support a more sustainable future for our communities, as well as the Bank's broader sustainability strategy. The Sustainable Finance Executive Council (SFEC), a council that consists of executives across TD, oversees the Sustainable Finance Strategy and the Bank's work on sustainable finance.

TD's Sustainable Finance Strategy is grounded in the Bank's Strategy:

- ✓ **Anchored in our proven business model:** Focuses on diverse and scalable environmental and social opportunities aligned with our risk appetite.
- ✓ **Guided by our purpose:** Contributes toward a more inclusive and sustainable future for our customers, communities and colleagues.
- ✓ **Forward-focused:** Anticipates clients' needs to capture business opportunities today and in the future.

Analyst Corner

Sustainable Finance Data (p. 80)

[TD Securities ESG Solutions group](#)

[2023 TD Climate Action Report](#)

[TD Sustainable & Decarbonization Finance Target Methodology](#)



Sustainable Finance Strategy



Mobilization

Evolve our products and services to meet the needs of our clients



Engagement

Be an active participant in the sustainable finance market



Integration

Establish the tools, resources and processes to embed sustainable finance across the Bank



Sustainable Finance continued

Our Approach in Action

The mandate of the SFEC is to coordinate sustainable finance efforts across the Bank, in support of TD's sustainability strategy. The Council is chaired by TD's Executive Vice President of Canadian Business Banking and includes leaders who champion sustainable finance within their respective business lines. The members of the Council lead business initiatives that contribute to TD's sustainability goals and commitments.

TD continues its work to identify and incorporate sustainable finance into each major business segment. Our work has led to transactions involving sustainability-themed financial products and services for our customers and clients, including structuring and underwriting green, social and sustainable bonds and sustainability-linked loans;¹⁵ ESG due diligence on mergers and acquisitions and on private equity; and end-to-end carbon market solutions.

In March 2023, TD announced that it was establishing a target of \$500 billion in sustainable and decarbonization business activities by 2030 and, during fiscal 2023, contributed over \$69.5 billion to this goal.¹⁶ The Bank has formalized a Sustainable Finance Strategy to unify our existing efforts and help us focus on ways to meet the \$500 billion Sustainable & Decarbonization Finance Target by 2030. The target covers key business activities of the Bank, including financing, underwriting, advisory services, insurance and the Bank's own investments. As a leading North American financial institution, TD serves a diverse range of clients across all sectors, which includes providing financial services that are not eligible for inclusion toward the Sustainable & Decarbonization Finance Target.

Decisions to undertake particular business activities follow regular business decision processes; once approved, the transaction details and supporting information are reviewed to confirm that the transaction is eligible for inclusion toward the Target. TD takes a client-focused and risk-based approach to meeting our objectives, working closely with our clients as they execute their current business objectives and innovate to pursue future strategies. Our track record demonstrates our continued support of clients across all sectors, including major clients in carbon-intensive sectors, on their own transitions to a low-carbon economy. We are committed to supporting our clients across sectors as they meet the world's energy needs today and invest in a broad array of energy sources and opportunities to meet the demands of tomorrow. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) (the "Methodology") for further details on our methodology and approach.



Progress on goal

Target	2023 Result	Progress
\$500 billion by 2030 supporting eligible environmental, decarbonization and social activities through lending, financing, underwriting, advisory services, insurance and the Bank's own investments	\$69.5 billion	On track

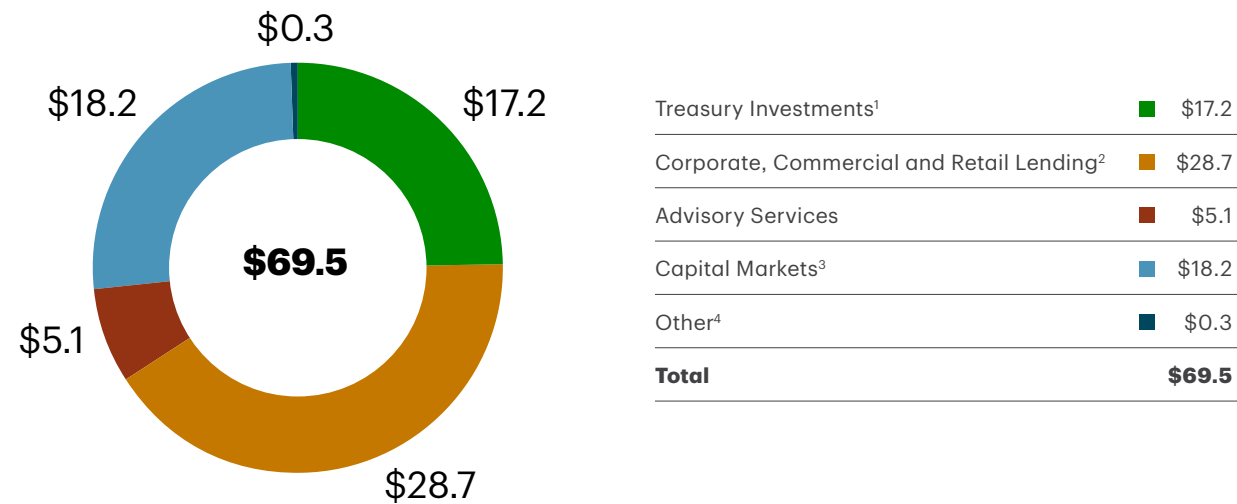
+ For more information, see the [TD Sustainable & Decarbonization Finance Target Methodology](#).



Sustainable Finance continued

Progress toward our \$500 billion Sustainable & Decarbonization Finance Target

2023 Business Activities (in billions)



¹ "Treasury Investments" includes green, social and sustainability bond purchases held on the Banks' balance sheet. The figure shown above includes bond purchases made in fiscal 2023, as well as bond purchases made prior to fiscal year 2023 that were held on the Bank's balance sheet in fiscal 2023 (with the exception of green bonds included in TD's previous \$100B Low-Carbon Economy Target). In subsequent years, only bond purchases made in the relevant fiscal year will be included in the annual progress toward the Target.

² "Corporate, Commercial and Retail Lending" includes \$15.8B in environmental, social, decarbonization lending and \$12.9B in sustainability-linked lending.

³ "Capital Markets" includes \$17.3B in Debt Capital Markets and \$0.9B in Equity Capital Markets. "Debt Capital Markets" includes \$7.6B in Green Bond Underwriting, \$6.4B in Sustainability Bond Underwriting, \$2.6B in Social Bond Underwriting and \$0.7B in Sustainability-Linked Bond Underwriting. Relevant guidelines, principles, and methodologies, such as the International Capital Markets Association (ICMA) Green and Social Bond Principles and ICMA Sustainable Bond Guidelines, as outlined in the TD Sustainable & Decarbonization Finance Target Methodology, are used to inform eligibility for inclusion toward the Target.

⁴ "Other" includes "Insurance", "Principal Investing" and "Tax Credit Investments".

Eligible Categories (in billions)	2023
Environment Total	\$20.6
Renewable Energy	\$5.6
Clean Transportation	\$4.9
Environment Multi-Sector ¹	\$7.8
Other Environment ²	\$2.3
Decarbonization Total	\$0.4
Nuclear Energy	\$0.4
Social Total	\$19.8
Access to Essential Services: Health Care	\$5.1
Affordable and Community Housing ³	\$3.7
Social Multi-Sector ⁴	\$10.4
Other Social ⁵	\$0.6
Multi-Sector Total⁶	\$28.7
Total	\$69.5

¹ "Environment Multi-Sector" includes activities that satisfy two or more eligible environmental inclusion categories. This includes business activities such as green bond underwriting and Treasury Investments in green bonds.

² "Other Environment" includes "Energy Efficiency", "Green Buildings", "Sustainable Water and Wastewater Management", and "Pollution Prevention and Control" activities.

³ "Affordable and Community Housing" progress includes housing supply activities that are also included toward the \$12 billion by 2030 Affordable Housing Target.

⁴ "Social Multi-Sector" includes activities that satisfy two or more eligible social inclusion categories. This includes business activities such as social bond underwriting and Treasury Investments in social bonds.

⁵ "Other Social" includes "Affordable Basic Infrastructure", "Access to Essential Services: Education" and "Socioeconomic Advancement and Empowerment" activities.

⁶ "Multi-Sector" includes activities that satisfy two or more eligible environmental, decarbonization and/or social activities, as well as sustainability-linked activities. This includes business activities such as sustainability bond underwriting and Treasury Investments in sustainability bonds.



Sustainable Finance continued

The eligible environmental, decarbonization and social activities support progress toward TD's key sustainability objectives such as climate change mitigation and adaptation and economic inclusion. As part of our reporting, we provide select examples of our sustainable

finance activities by sharing examples of the projects we have financed and how certain projects can help support the transition to a low-carbon economy. This year, we are focusing on examples and metrics relating to renewable energy and affordable housing.¹⁷

Sustainable & Decarbonization Finance Target Project Examples

Bell: Sustainability-Linked Loan

Overview: TD Securities supported Bell in the execution of one of the largest sustainability-linked loans in Canada, transitioning \$3.5 billion of their existing credit facilities into a Sustainability-Linked Revolving Credit Facility.

Details: The sustainability-linked pricing mechanism is based on Bell's progress towards its science-based targets of reducing absolute Scope 1 and 2 GHG emissions by 58% by 2030 (from a 2020 baseline year) and reaching 64% of suppliers by spend covering purchased goods and services to set science-based targets by 2026.¹

ArcLight: Sale of Great River Hydro to Hydro-Quebec

Overview: TD Securities served as exclusive financial advisor to ArcLight Capital Partners, LLC and its affiliates (collectively, "ArcLight") on the sale of Great River Hydro, LCC ("Great River") to Hydro-Quebec for a value of approximately US\$2 billion.

Details: Great River is a leading U.S. renewable energy infrastructure platform, which owns hydroelectric generating stations with a total installed capacity of 589 megawatts, representing the largest conventional hydroelectric portfolio in New England. In addition, Great River is advancing a portfolio of hydropower projects and co-located battery storage and solar development projects.



The Scranton & Main Apartments: Equity and Construction Financing

Overview: TD provided equity and construction financing to the Scranton & Main Apartments, a 48-unit, seniors housing project in Falmouth, MA. The project is sponsored by Falmouth Housing Corp., a non-profit housing provider, and Affirmative Investments, a mission-based developer.

Details: All units will be affordable and subsidized with rental assistance, including units designed for Community Based Housing that will address wrap-around services for seniors at-risk of homelessness or in skilled nursing facilities that could otherwise live independently. The project will be designed to passive-house standards to combine energy efficiency and carbon footprint mitigation with sustainable design practices.

Details on Our Target Progress

- Decarbonization, which is focused on the reduction in or displacement of emissions-intensive activities, is an emerging category with new technologies being developed and scaled. The development of decarbonization-focused market standards and taxonomies can help support growth in this category. Additionally, as our clients pursue their own transition plans, we expect new opportunities to arise in the decarbonization space.
- We estimate that the \$5.6 billion in eligible renewable energy business activities helped finance or refinance the construction, refurbishment, or maintenance, or advise on the purchase or sale of facilities with approximately 5,585 MW of renewable energy nameplate capacity.¹⁸
- We further estimate that the \$3.7 billion in eligible affordable and community housing business activities helped finance or refinance the construction or refurbishment of approximately 3,349 affordable housing units.¹⁹ To account for cases where TD is not the sole lender or has participated in only part of the transaction, these figures are estimated based on the proportion of the total value of the transaction that was financed or refinanced by TD, using the applicable measurement bases outlined in the Methodology ("TD's apportioned value").
- The financial activities eligible for inclusion toward the Sustainable & Decarbonization Finance Target can help support the transition to a low-carbon economy and in some instances the projects we support can help result in a reduction or avoidance of GHG emissions assuming they are displacing conventional projects. For example:
 - Renewable energy sources generate minimal or no GHG emissions during their operation to generate electricity, compared to traditional sources of energy.
 - Green buildings, such as LEED-certified buildings, can help reduce resource use and result in energy efficiency savings. For example, according to Pacific Northwest National Laboratory study, a sample of sustainably designed buildings reduced energy use by 25%,²⁰ and also reduced GHG emissions.
 - The use of electric vehicles (EVs) and hybrid vehicles can generate fewer GHG emissions than internal combustion vehicles, even when accounting for average emissions from the electricity production needed to charge EVs. For example, according to the U.S. Department of Energy, light-duty EVs have average lower annual emissions (~1,237 kg CO₂e) than light-duty gasoline vehicles (~5,713 kg CO₂e).²¹
- The GHG emissions impact of our business activities that are eligible towards the Target cannot, however, be reliably measured at this time.



Supported 5,585 MW of planned new and existing renewable capacity¹⁸



Supported 3,349 planned, new and existing affordable housing units¹⁹

¹ The Science Based Targets initiative (SBTi) approved Bell's targets in 2022, prior to recalculation to reflect restated GHG emissions for their 2020 base year, in line with SBTi criteria and recommendations. The recalculated targets have been submitted to SBTi for approval.



Sustainable Finance continued

Thought Leadership and Industry Participation

TD was a member of the Canadian Sustainable Finance Action Council (SFAC), which was launched by the Government of Canada to help lead the financial sector toward integrating sustainable finance into standard industry practice.²² TD's participation has enabled active engagement in relation to critical market infrastructure needed to attract and scale sustainable finance in Canada. Barbara Hooper, Group Head, Canadian Business Banking, served as the Chair of SFAC's Disclosure Technical Expert Group. TD was also a member of SFAC's Taxonomy Technical Expert Group and Net Zero Capital Allocation Working Group.

TD continues to bring ESG thought leadership to clients through client events, including our Sustainability Week, which is a week-long conference led by TD Cowen,²³ a division of TD Securities, that featured over 160 companies, policy makers and stakeholders discussing critical ESG topics. TD Securities also publishes thought leadership pieces in the form of articles and podcasts that provide commentary and perspectives on current ESG trends and issues affecting capital markets. Additional TD Securities insights can be found on its [website](#).

Additional details regarding TD's sustainable finance-related thought leadership and memberships can be found in our [2023 TD Climate Action Report](#).



ESG Advisory and Client-Focused Solutions – A Spotlight on TD Securities

The TD Securities ESG Solutions group supports client ESG coverage through the provision of advisory and financing solutions across Corporate and Investment Banking and Global Markets. This group of sustainability professionals works in collaboration with partners from across TD Securities to identify and deliver solutions that advance our public and private sector clients' ESG and decarbonization strategies and implementation plans. The group offers:

- Sustainable financing solutions, leveraging the group's market intelligence and experience to structure green, social, sustainable, and sustainability-linked (GSSS) bonds, loans, and other debt products, aligned with industry guidance and leading market practices.
- Tailored advisory services and market perspectives, delivered through ESG due diligence and positioning in mergers and acquisitions and equity transactions, pre- and post-IPO ESG ratings assessments, and as ESG integration and reporting guidance.
- Carbon market solutions, including carbon market advice around capital market transactions, compliance, market hedging and voluntary market access.

The work of the ESG Solutions group supports clients' progress toward achieving their climate-related goals, one of the key avenues for reducing TD's financed emissions. For more information, please see our [2023 TD Climate Action Report](#).

+ For details of TD Asset Management Inc.'s (TDAM) Sustainable Investing Approach and how TD Insurance supports customers and the insurance industry, please see the Asset Management and Insurance sections.

What We Did in 2023

TD launched a number of new initiatives and products, and made progress with existing ones, that are designed to have a positive environmental and social impact. Throughout the balance of this report, we highlight our progress in business segments across TD, including products and services introduced in 2023, and provide progress updates on some of our existing products. For examples, please see:

- Financial Access for information about the Black Entrepreneur Credit Access Program in Canada and introduction of the TD Clear Credit Card for our U.S. customers.
- Housing Access for details on the TD Home Access Mortgage product in the United States and the First Home Savings Account available in Canada.
- Asset Management for information about the TD North American Sustainability Bond Fund offered by TDAM.
- Our [2023 TD Climate Action Report](#) for case studies on how TD Securities is working to advance clean technology (cleantech) to help the transition to a low-carbon economy.



Sustainable Finance Highlights

Funding via Bond Issuance

\$3.7 billion

In December 2023, TD issued a US\$500 million three-year green bond, led by a syndicate of underwriters including minority-, women- and veteran-owned enterprises (MWVBEs). This is TD's fourth green bond issuance, and its second green bond under the current TD Bank Group Sustainable Bond Framework. This follows TD's third green bond issued in December 2021, a US\$500 million three-year offering. The 2021 debt offering was led by a syndicate of underwriters that included MWVBEs and was the first time that a Canadian bank bond offering was led by a syndicate group that included MWVBEs as active joint bookrunners.²⁴ To date, TD has issued five ESG-themed corporate bonds, bringing its total ESG bond issuance to approximately \$3.7 billion. Of TD's issuance, a \$500 million bond matured in 2017, a US\$1 billion bond matured in 2020, and a US\$500 million bond matured in 2023. TD continues to offer ESG bonds with proceeds earmarked for eligible environmental and social projects.

Example of projects funded by the 2021 TD Green Bond Issuance¹

Clean transportation

Description: Facility provided to East-West Connectors GP to design and construct 27 kilometres of new light rail transit (LRT) track in Ottawa. The Confederation Line Extension Project is comprised of the East Extension, which includes over 12 kilometres of new LRT track from Blair Road to Trim Road, with 5 new station buildings, and the West Extension, which includes over 14 kilometres of new LRT track with 11 new station buildings. The Project scope also includes a new Light Maintenance and Storage Facility, to integrate with the existing Confederation Line.

Details: The project is intended to reduce traffic congestion and decrease commuting times. According to the City of Ottawa, the Project will bring 77% of Ottawa residents within five kilometres of light rail once completed.

Renewable energy

Description: A construction warehouse facility to assist Standard Solar (a Brookfield Renewable affiliate), a market-leading U.S. distributed generation platform with ~500 MW of operating and under-construction contracted assets, and a robust development pipeline of ~1,800 MW. The portfolio is diversified across 20 solar markets, primarily located in the U.S. Northeast.

Details: As a renewable energy source, solar energy helps to support the transition to a low-carbon economy. According to Brookfield Renewable, Standard Solar is one of the largest distributed generation platforms of scale in the U.S., currently operating more than 200 commercial and community solar and "solar + storage" projects for use primarily by commercial and industrial customers and utility offtakers.

+ See the [TD Green Bond \(2021\) Issuance - Use of Proceeds for additional examples of projects funded.](#)

TD Bond Investments

\$22.3 billion

TD's Treasury and Balance Sheet Management team invests a portion of the Bank's Treasury investment portfolio in green, social, sustainability and pandemic bonds.^{25,26} As of October 31, 2023, these bond holdings amounted to approximately \$22.3 billion.²⁷

TD Bank Group ESG Investment Statement

We believe that holding a portion of our investment portfolio in ESG-oriented investments can help to finance projects designed with environmental, sustainable and inclusive economic goals. TD maintains a target to hold \$15 to \$20 billion in green, social, sustainability and pandemic bonds in its Treasury investment portfolio by the end of 2025.²⁸ A portion of green, social and sustainable bond purchases held on balance counted toward the Treasury Investments portion of our Sustainable & Decarbonization Finance Target.

¹ Information and specifications have been provided and/or confirmed by the applicable borrower.



Sustainable Finance Highlights continued

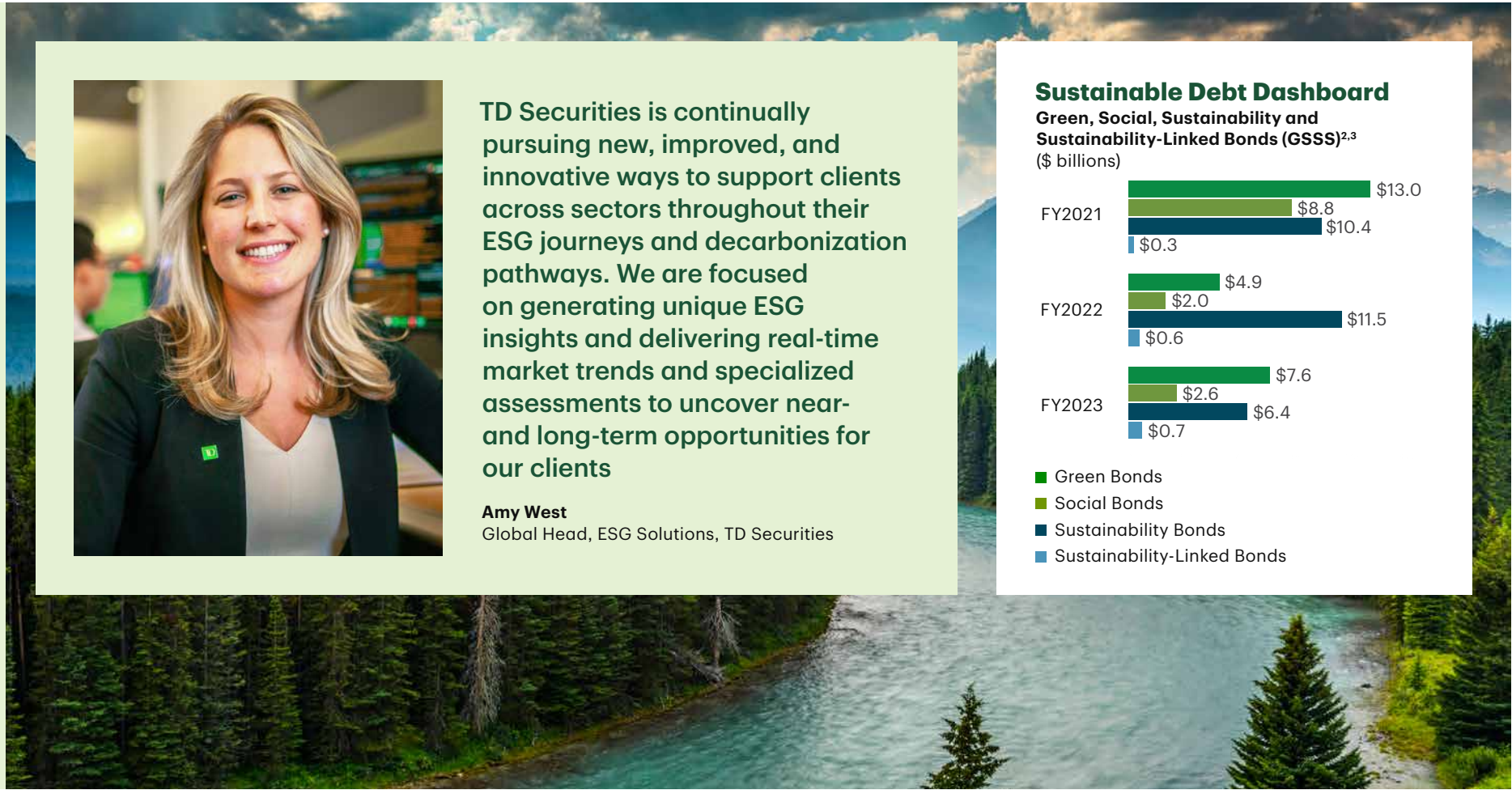
Over \$152 billion²⁹

underwritten by TD Securities across green, social, sustainable and sustainability-linked (GSSS) bonds and loans³⁰ since 2010.

Examples:³¹

In June 2023, TD Securities acted as Joint Bookrunner and Co-Sustainability Structuring Agent on Bacardi Ltd.'s inaugural Green Bond and Green Financing Framework, part of its US\$1.5 billion three-part offering and the first U.S. dollar green bond issued in the alcoholic beverage sector. As Co-Sustainability Structuring Agent, TD Securities supported Bacardi Ltd. in developing its Green Financing Framework, which underpins investments toward six environmental project categories including green buildings, water management and sustainable packaging, among others.

In 2023, TD Securities supported Casella Waste Systems, Inc., a regional solid waste, recycling, and resource management services company, acting as a Co-Sustainability Coordinator on the company's inaugural US\$650 million sustainability-linked credit facility that ties borrowing costs to progress in achieving certain annual sustainability goals. For the sustainability-linked loan, Casella Waste established two metrics aligned to its 2030 goals of improving safety performance and increasing the reduction, reuse or recycling of solid waste materials.



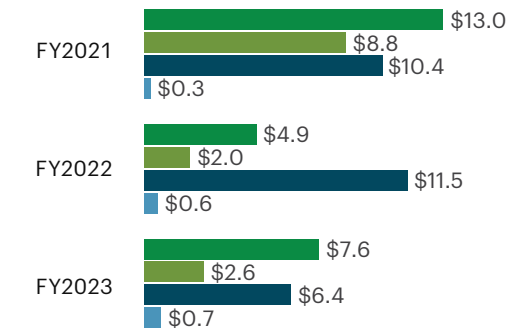
TD Securities is continually pursuing new, improved, and innovative ways to support clients across sectors throughout their ESG journeys and decarbonization pathways. We are focused on generating unique ESG insights and delivering real-time market trends and specialized assessments to uncover near- and long-term opportunities for our clients

Amy West
Global Head, ESG Solutions, TD Securities

Sustainable Debt Dashboard

Green, Social, Sustainability and Sustainability-Linked Bonds (GSSS)^{2,3}

(\$ billions)



- Green Bonds
- Social Bonds
- Sustainability Bonds
- Sustainability-Linked Bonds

² ESG bond underwriting refers to the process by which TD Securities conducts an ESG-labelled debt capital raise on behalf of a client

³ Reflects the apportioned value of lead-managed GSSS bonds underwritten by TD Securities in the given year and eligible under the TD Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.



Asset Management

Our Approach

TD Asset Management Inc. (TDAM) is a leading asset manager in North America which directs approximately \$359 billion in assets under management on behalf of retail and institutional investors as of October 31, 2023. TDAM offers a diversified suite of investment solutions to corporations, pension funds, endowments and foundations. In addition, TDAM manages assets on behalf of retail investors through affiliated and third-party dealers and offers a broadly diversified suite of investment solutions, including mutual funds, professionally managed portfolios and corporate class funds.

Our Approach in Action

Sustainable investing is an approach to investing that considers ESG factors within the investment process and stewardship activities of a fund. TDAM's approach to sustainable investing aligns with its philosophy of serving our security holders' investment goals and adhering to its fiduciary duty as an asset manager. Incorporating ESG factors within the investment framework and for applicable investments is one way in which we further TDAM's goal of seeking to provide strong risk-adjusted returns.

TDAM has been a signatory to the United Nations-supported Principles for Responsible Investment (UN PRI) since July 2008. TDAM's ESG framework is aligned with the six principles set out by PRI³² and is grounded in three core activities:

- **ESG Integration** – For applicable investments, TDAM strives to integrate material ESG factors into the investment process.³³ For certain TDAM funds where ESG factors do not form part of the fund's investment objective or principal investment strategy, ESG factors may still be considered from time to time, to varying limited degrees and weight, in a manner that aligns with the fundamental investment objectives of the fund.
- **Stewardship** – TDAM's stewardship approach includes engagement with companies and proxy voting. Stewardship practices are implemented as part of TDAM's overall firm-level aggregated process and serve as an effective mechanism to communicate with the company's board and management on financially material issues, which may include ESG-related issues.³⁴
- **Thought Leadership** – TDAM regularly publishes thought leadership on a variety of subjects both in external publications and its own channels, leveraging expertise from across TDAM to contribute to research pieces, covering a range of ESG topics.

Approach to Climate Change

Within TDAM's risk-managed investment processes, TDAM considers climate change a systemic risk affecting economies, companies and investors. TDAM's approach to climate change is aligned with its overall philosophy of integrating all relevant sources of risk and return in its investment processes. For more information about TDAM's approach to climate change, please see our [2023 TD Climate Action Report](#), [TDAM's TCFD Report](#) and TDAM's [2022 Sustainable Investment Report](#)

ESG-Focused Solutions

TDAM offers the following ESG-focused investment fund solutions:

- [TD North American Sustainability Bond Fund](#)
- [TD North American Sustainability Equity Fund](#)
- [TD North American Sustainability Balanced Fund](#)
- [TD Emerald Low Carbon Global Equity Index Non-Taxable Investor Pooled Fund Trust](#)
- [TD Emerald Low Carbon/Low Volatility Global Equity Pooled Fund Trust](#)
- TD Morningstar ESG Index ETFs ([TD Morningstar ESG Canada Corporate Bond Index ETF](#), [TD Morningstar ESG Canada Equity Index ETF](#), [TD Morningstar ESG International Equity Index ETF](#), [TD Morningstar ESG U.S. Equity Index ETF](#))



We believe that integrating systemic and idiosyncratic risks and opportunities related to environmental, social and governance factors into our investment process and stewardship activities contributes to achieving sustainable risk adjusted returns for our investors/clients.

Priti Shokeen
Vice President & Director,
Head of ESG Research and Engagement,
TD Asset Management

Analyst Corner

Asset Management Data (p. 82)

[TDAM Proxy Voting Guidelines/](#)
[TDAM Disclosures on Proxy Practices](#)

[Sustainable Investing Approach](#)

[TDAM Sustainable Investing](#)

[TD Bank Group Sustainable Bonds Framework](#)





Asset Management continued

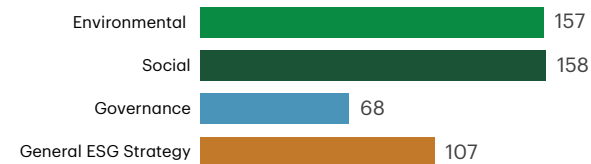


1 An engagement in this context is considered a direct exchange or outreach to a company on a specific topic. One meeting with a company can include multiple topic engagements. TDAM also includes letters sent to companies on ESG topics as separate engagements.

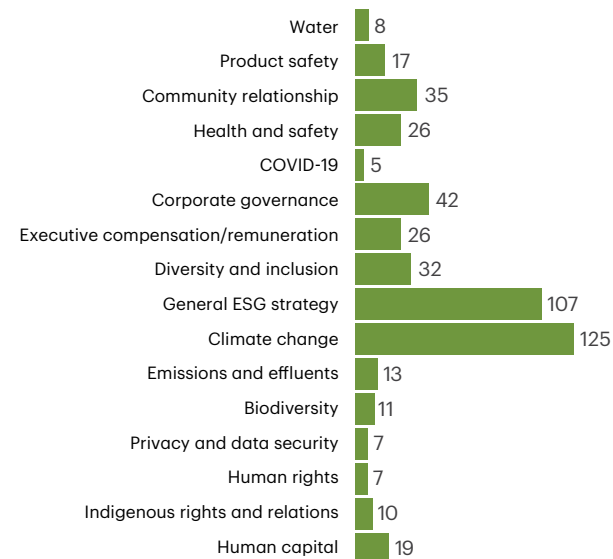
2 Source: TDAM fiscal year 2023.

Performance Highlights

Number of ESG Engagements by Pillar^{1,2}



Number of ESG Engagements by Topic^{1,2}



What We Did in 2023

- TDAM continued to provide transparency on its approach to sustainable investing in TDAM's investments and operations through several publications, including in TDAM's Proxy Voting Guidelines, the 2022 Sustainable Investment Report and TDAM's 2022 TCFD Report.
- As of October 31, 2023, 92% of active equity funds managed by TDAM were rated as in-line or better than their corresponding benchmark based on the MSCI ESG Quality Rating.³⁵
- TDAM continued to focus on delivering meaningful and impactful engagement outcomes. In 2023, TDAM had 490 ESG-focused engagements with 244 companies (compared to 418 and 207, respectively, in 2022). These engagements covered a variety of topics, including climate change, diversity, and executive compensation.
- 100% of full time members of the TDAM investment team in Canada completed the UN PRI Academy course called Understanding Responsible Investing.
- TDAM investment teams conducted thematic ESG-related research with cross-sector focus. In 2023, TDAM authored a number of thought leadership pieces, including:

+ ESG Integration Best Practices for Commercial Real Estate Debt Investors

+ Respecting Employee Rights: Why Investors Should Consider the Risks Around Concealment Clauses



Insurance

Extreme weather events continue to have an impact on jurisdictions where TD Insurance (TDI) conducts business, directly affecting the communities served. TDI has a role to play in helping customers find the right coverage for their risks, while helping them adapt and increase their resilience to the effects of climate change. At the same time, TDI continues to work to find ways to increase the impact of its efforts. Details about TDI's engagements and thought leadership can be found in the [2023 TD Climate Action Report](#) and [TDI's Principles for Sustainable Insurance \(PSI\) – Annual Disclosure](#).

Thought Leadership and Industry Participation

TDI continues to engage in thought leadership, particularly as it pertains to the resiliency of Canadians and their ability to manage climate change and climate-related risks.

- TDI is a founding member of Climate Proof Canada, a broad coalition of insurance industry representatives, municipal governments, organizations from Indigenous communities, environmental NGOs and research organizations. The coalition is encouraging the Canadian federal government to take action to enhance Canada's culture of preparedness and build a more disaster-resilient country and played a leading role in the work that led to the Canadian federal government's National Adaptation Strategy.
- TDI became a signatory of the United Nations Environment Programme Finance Initiative (UNEP FI) Principles for Sustainable Insurance (PSI) in 2014, the second Canadian company to do so.

- TDI's AVP of Environment, Government and Industry Relations is the Chair of the PSI board as well as the board member for North America. In addition, the TDI President and CEO is a member of the UNEP FI Leadership Council and was the only Canadian insurer representative invited to join the council. The PSI initiative is the largest collaborative initiative between the UN and the insurance industry, creating a global framework to address environmental, social and governance risks and opportunities. In collaboration with its members, the PSI produced four papers and webinars in 2023, and two hybrid events that provided context and practical advice to insurers about priority themes such as nature-positive³⁶ insurance, integration of ESG into insurance practices, and sustainable strategies in a regional context.
- TDI led the work on one of these PSI publications, titled [Closing the Protection Gap in Canada](#), which was published in May 2023.
- Sharing knowledge on climate resilience and the insurance industry, TDI senior leadership made presentations at several conferences organized by the United Nations and hosted ESG-focused educational sessions for Chartered Professional Accountants of Canada. By sharing its experience and thought leadership, TDI helped advance approaches to climate resilience, the insurance protection gap, nature positive insurance, life and health sustainability opportunities, collective approaches to achieving sustainability goals and employee environment engagement.
- TDI chairs and/or participates in Insurance Bureau of Canada and Canadian Life and Health Insurance Association working groups and committees, helping to advance industry knowledge and approaches and climate-related issues specific to property and casualty and life and health insurance.



Analyst Corner

Insurance Data (p. 82)

[2023 Principles for Sustainable Insurance – Annual Disclosure](#)





Insurance continued

Performance Highlights

94,090

active Electric Vehicle (EV) and Hybrid Electric Vehicle (HEV) discounts¹

What We Did in 2023

Driving Emissions Reductions

Eco-Efficient Rebuild: TDI's enhanced Home Coverage includes additional protection to cover extra costs of buying environmentally friendly products for repairs. Customers can use this opportunity to install environmentally friendly materials up to an extra 10% over the amount of their claim (up to \$50,000).

TDI Green Wheel Discount: TDI continues to provide a discount for drivers of EVs and HEVs.

Electric Vehicle Rental: TDI can offer customers whose EVs are being repaired, an EV as a temporary rental, and if an EV is not available, TDI will reimburse the customer for reasonable and eligible expenses — for example, the cost of alternative methods of transport or fuel costs for a non-EV rental car.

EV Certified Auto Centres: TDI's network of TD Insurance Auto Centres, some of which are EV certified, provides a "one stop shop" for auto claims and service needs.

Increasing Resilience to Climate Change

Resilience: TDI continues to focus on the resilience of its business, customers and communities in the face of climate change and climate-related risks through its products and services. See the [2023 TD Climate Action Report](#) for more details.

Managing Climate Change and Climate-Related Risks: In 2023, TDI, together with the Institute for Catastrophic Loss Reduction, completed a project to highlight flood risk and resilience measures in at-risk communities in Edmonton, Alberta. Through this project, four homes were retrofitted to increase their resilience to flood, for example, by installing backflow valves. As part of the project, TDI built working models of a sump pump

and backflow valves for the purposes of community education, and following a launch event, TDI opened a week-long public demonstration centre focusing on flood risk-related education.

Promoting Efficient Use of Resources

Bumper Cover Recycling: TDI expanded its bumper cover recycling program to 23 of TDI's 25 Auto Centres nationally, with 65.5% of all damaged bumper covers transferred to be recycled, exceeding TDI's target of 50%.

More details of TDI's thought leadership and 2023 highlights can be found in the [2023 TD Climate Action Report](#).



Canadian insurers have a unique opportunity to work at the intersection of environmental and social issues. For TD Insurance, this means finding ways to protect more people and communities and improving our understanding of the needs of these communities. Education, products and services that help our customers become more climate risk resilient, especially through nature-based solutions, helps protect not only their property but their mental and physical health.

Moira Gill

Associate Vice President, Environment, Government and Industry Relations, TD Insurance

Challenge: Helping Customers Respond to Devastating Wildfires Across Canada

Response: Beginning in spring 2023, Canada faced record-breaking wildfires across the country, from the West Coast to the Atlantic provinces, and the North. These wildfires forced thousands of Canadians to evacuate their homes, and left many properties damaged or destroyed. Referred to as Canada's worst wildfire season on record, over 6,000 fires scorched 16.5 million hectares of land as of September 2023.³⁷ According to the Insurance Bureau of Canada, Canadian insurers saw more than \$900 million in insured losses from this summer's wildfire season.³⁸

Climate-related risks, such as extreme weather events, have direct impact on communities and pose risks to organizations, including TD. TD continues to reflect on our product and service offerings to help support affected customers and communities as demonstrated by our response to Canada's wildfires. As part of the Bank's response to the wildfires, TD offered financial assistance to affected customers through the TD Helps program, which provides customers with a range of options when disaster strikes. To help provide immediate relief and support, TD made donations to the Canadian Red Cross and to organizations supporting local recovery efforts across Canada. In addition, TD Insurance deployed their Mobile Response Units to Halifax and areas of Nova Scotia, Edmonton (supporting evacuees from Yellowknife), Calgary and Kelowna to assist customers in person, expediting the claims process to support them in their time of need.

¹ Represents an approximate 36% increase in the number of EV and HEV discounts from 2022.



Environmental

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Nature and Biodiversity

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Climate Change

Why It Matters to TD and Our Stakeholders



TD: Environmental and social risk, including climate risk, is recognized as one of the Bank's top and emerging risks. Through our Climate Action Plan, we are working to embed climate considerations across our business lines, capturing opportunities related to the transition to a low-carbon economy while helping to build environmental and business resilience across the Bank.

Stakeholders: Stakeholders increasingly voice their expectation that TD, as a top North American financial institution, play a role in addressing these issues. Based on our engagement, we believe that investors, regulators and other stakeholders are also interested because our efforts support the long-term financial health of the Bank by managing E&S risks and opportunities. A 2022 report from the Government of Canada's Office of the Parliamentary Budget Officer outlined the connection between climate change and Canada's GDP³⁹ and further highlighted the need for action on climate change and the transition to a low-carbon future.



Our Approach

At TD, we continue to work with our customers and clients, colleagues and the communities we serve to support long-term inclusive and sustainable growth. Our TD Environment team, part of our Sustainability and Corporate Citizenship group, is responsible for helping to execute TD's Climate Action Plan and works closely with the ESG Risk Management team, which manages E&S risks, including climate-related risk. Since 2018, we have published an annual TCFD Report highlighting how TD embeds the assessment of climate-related risks and opportunities into its governance, processes and reporting. Our [2023 TD Climate Action Report](#) contains details of TD's efforts to integrate processes to identify, assess and manage climate-related risks into our Enterprise Risk Management approach.

Our Enterprise Decarbonization team, under the broader TD Environment team, leads the development of our enterprise decarbonization strategy and our financed

emissions accounting and target-setting work. The team also supports our businesses in implementing their decarbonization strategies and as the businesses support our clients on their decarbonization journeys.

Our Approach in Action

TD's goals to achieve net zero in our operational and financed emissions by 2050 and to meet our \$500B Sustainable & Decarbonization Finance Target by 2030 are complementary in helping to enable decarbonization in the real economy.

Our interim financed emissions targets are focused on high-emitting sectors to support financing our clients' transition, while our Sustainable & Decarbonization Finance Target is focused on supporting financing to scale lower-carbon technologies and social investments to facilitate sustainable growth for our clients.

We leverage these targets to guide our journey to net-zero. Additional work needs to be done to more accurately quantify the impacts of our sustainable and decarbonization finance activities on the Bank's financed emissions footprint. Challenges like methodological differences between our targets and limited emissions data availability have been barriers to advancing this understanding. Over time, as data availability improves and more standardized methodologies are developed, we may be able to make more progress in quantifying the impacts of sustainable and decarbonization finance activities on the Bank's financed emissions footprint.

TD recognizes that the global transition to a low-carbon economy may have consequences, such as changing the demand for jobs in traditional energy sectors and requiring new training or expertise to perform jobs in a low-carbon economy. TD's Climate Action Plan

is focused on thoughtfully helping customers and clients navigate this changing landscape. Our \$500 billion target toward sustainable and decarbonization finance is one of the ways we are supporting our clients, including those in carbon-intensive sectors, in the low-carbon transition. The inclusion of decarbonization activities in this target reflects our intent to help finance and scale the technologies that can help our clients and the broader economy decarbonize.

For more information, see our [2023 TD Climate Action Report](#), which provides an overview of our Climate Action Plan, which is the Bank's Transition Plan. The report describes our most recent initiatives to advance the transition of our business, work toward our target of net-zero greenhouse gas (GHG) emissions from our operations and financing activities by 2050, and support the transition to a low-carbon economy.

Analyst Corner



[Climate Change Data \(p. 83\)](#)

[2023 Carbon Credits and Renewable Energy Certificates Retirement Schedule \(p. 86\)](#)

[TD's Climate Action Plan: 2023 Progress Update](#)

[2023 Assurance Report for Sustainability Metrics](#)

[2023 CDP Climate Change Questionnaire](#)

[TD Sustainable & Decarbonization Finance Target Methodology](#)



Climate Change continued

What We Did in 2023

Our Scope 3 Financed Emissions:

In 2023, we expanded our Scope 3 financed emissions footprint, developed tools for monitoring our financed emissions and progress toward our targets, advanced our climate risk identification and measurement processes, and developed our enterprise climate data strategy, including laying the groundwork for one central source of enterprise climate data to track progress across our targets to create efficiencies in measuring and monitoring progress. Please see the [2023 TD Climate Action Plan](#) for information.

- In 2023, we expanded and enhanced the calculation of our financed emissions footprint. Our footprint now covers nine sectors (Energy, Power and Utilities, Automotive, Shipping, Aviation, Agriculture, Industrials, including Metals and Mining, Residential Mortgages and Consumer Automotive) and spans three years and four asset classes, with overall increases in data quality. These financed emissions cover all carbon-intensive sectors where data and methodologies allow.
- Additionally, we enhanced our data and methodologies to improve the accuracy of our financed emissions interim target baselines, resulting in enhanced and re-stated baselines for our targets in the Energy, Power Generation and Automotive Manufacturing sectors.

- We also focused our efforts on data acquisition and analysis with the aim of improving our data related to the Agriculture and Real Estate sectors. We have determined that, currently, the data quality and coverage for these sectors does not support setting interim financed emissions targets. Our focus remains on working to improve the quality and consistency of data so that any targets we set will help us to meaningfully make progress against our net-zero ambition.

- We continued to enhance the data analytics tools we use to track progress against our targets and monitor our financed emissions in a way that is timely and helpful for decision making related to monitoring our financed emissions at the portfolio level to help achieve our targets.

+ For more information on our financed emissions footprint and interim targets, including details of our methodology for setting financed emissions targets aligned with pathways limiting warming to 1.5°C, our efforts around data in the agriculture and real estate sectors, enhancements to our data analytics tools, and information about the dependencies and risks related to meeting our targets, please see our [2023 TD Climate Action Report](#).

TD's GHG Emissions Reductions Targets

TD's Scope 1 and 2 GHG Emissions Target ¹				
Target	Progress	2023 Result		
Absolute reduction in location-based Scope 1 and 2 GHG emissions from our operations by 25% by 2025, relative to a 2019 baseline of 162,849 tCO ₂ e ²	On track	28% reduction		
TD's Scope 3 Financed Emissions Targets				
Client Sector	Client Emissions Scope	Units	2030 Reduction Targets	2021 Change from 2019 Baseline
Energy	Scope 1-3	gCO ₂ e/\$	29% reduction relative to 2019 portfolio baseline	2%
Power Generation	Scope 1	kgCO ₂ e/MWh	59% reduction relative to 2019 portfolio baseline	-11%
Automotive Manufacturing	Scope 1, 2, 3 Tank to Wheel	gCO ₂ /vkm	50% reduction relative to a 2019 baseline	-1%
Aviation	Scope 1 of airlines Scope 3 of aircraft lessors	gCO ₂ /pkm	9% reduction relative to a 2019 baseline ³	1%

¹ For more information about our GHG emissions targets, including our methodologies, design decisions, and progress to date, please see our [2023 TD Climate Action Report](#).

² This interim target was set using a science-based approach and is in line with the 1.5°C trajectory recommended by the Paris agreement. We used the SBTi absolute contraction approach, which allows for equal annual decreases in absolute emissions to zero by 2050. Given the significant volatility in 2020 and 2021 from global events (e.g., COVID-19 lockdowns and subsequent re-openings), we have used 2019 as our operational GHG baseline for all targets established to date so that the baseline reflects "normal" operations. Recalculation of baseline year (and prior year) GHG inventories are undertaken when one or multiple events result in a significant change to GHG emissions. Although we apply quantitative thresholds, we also consider qualitative factors when concluding whether recalculations are required to be performed, which will be described in the footnotes as applicable. EY has provided limited assurance on the 2019 total Scope 1 and 2 (location-based) GHG emissions.

³ In 2022, we restated our 2019 Aviation target baseline from 87 to 88 gCO₂e/pkm; however, the 2030 target level remained the same at 80 gCO₂e/pkm (as our interim target for Aviation is based on converging to the level set out in the IEA Net Zero Emissions by 2050 scenario). As such, in 2023, the 2019-30 Reduction Target has changed from 8% to 9%.

Nature and Biodiversity

Why It Matters to TD and Our Stakeholders



TD: The resources that nature and biodiversity provide are foundational to the health of our economy and society. While governments bear a primary responsibility to address environmental issues such as biodiversity loss, the financial sector has an important and complementary role to play.⁴⁰ As a financial institution, TD has a significant physical presence and client base across many sectors. We know that there is a link between climate change and biodiversity loss, and we are looking for ways to understand the scope of our dependency on nature and reduce our impact on it.

Stakeholders: Natural resources are critical for the optimal functioning of our economy and society. This dependence highlights the importance of sustainable and inclusive development for a future where our customers, communities and colleagues can thrive.



Our Approach

At TD, we understand that a healthy economy is connected to a healthy environment, and we know that the responsible use of natural resources and mitigating biodiversity and nature loss are key components of addressing climate change. TD has a long history of taking steps to minimize the environmental impacts of our buildings and operations,⁴¹ and since the 1960s,⁴² through our philanthropy, we have provided support for projects across North America that help protect and restore natural spaces. We know, however, that there is more work to do.

This year, in addition to continuing our philanthropic efforts and minimizing the environmental impact of our physical footprint, we began assessing both the impacts that our financing activities have on nature and the nature-related dependencies of the industries we finance, as discussed below. For financial institutions, generally, these dependencies can be found in operational activities, supply chains, and financing and investment decisions. Another element that will help inform our strategy regarding responsible resource use and biodiversity is the Canadian federal government's forthcoming 2030 National Biodiversity Strategy⁴³, expected to be released by the end of 2024, ahead of the 16th meeting of the Conference of Parties on Biological Diversity (COP16).

Learning Corner

- **Responsible resource use** – using natural resources responsibly so they are available for future generations
- **Nature** – both the biotic (living) and abiotic (non-living) elements on our planet, including biodiversity and climate¹
- **Biodiversity** – variability among living organisms, which includes the diversity within species, between species and of ecosystems¹

Analyst Corner

Responsible Resource Use Data [\(p. 87\)](#)

[2023 TD Climate Action Report](#)

[2023 Assurance Report for Sustainability Metrics](#)

[2023 TD Friends of the Environment Foundation Year in Review](#)

[TD Ready Commitment Report](#)



¹ September 2023. Nature-related financial risks. A conceptual framework to guide action by central banks and supervisors. Network for Greening the Financial System. [online] Available at: https://www.ngfs.net/sites/default/files/medias/documents/ngfs_conceptual-framework-on-nature-related-risks.pdf

Nature and Biodiversity continued

Performance Highlights

Over 1.1 million

trees and shrubs planted in green spaces across the U.S. and Canada as a result of TD-sponsored initiatives since 2018, surpassing our goal of helping plant one million trees by 2030.

What We Did in 2023

The following section highlights some of the ways we are promoting the responsible use of resources and supporting land restoration projects both through our business activities and philanthropy.

Through Our Business

- Began assessing both the impacts that our relevant financing activities in the Agricultural sector have on nature, and the nature-related dependencies of the industries we finance by developing a case study for each: please see the [heatmap of our in-scope Agricultural clients' impact on nature](#), and a [pilot investigation on Nature Risk Identification](#).
- We continued to actively monitor developments related to the Taskforce on Nature-related Financial Disclosures (TNFD).

Through Our Operational Resource Use

- We are continuing our journey of reducing the use of plastic across our physical footprint in North America, including eliminating single-use plastics related to food and drink. Through our centralized food and beverage procurement, we are on track

to stop procuring single-use plastics by 2025. In addition, through our request for proposals process, we are requiring vendors to provide alternatives to disposable plastic items such as water bottles, coffee cups, plates and utensils.

- TD worked with our credit card manufacturer to switch to a recycled polyvinyl chloride (PVC) plastic in the manufacturing of our credit cards. The new credit card design is made with 90% recycled plastic. This change is expected to result in approximately 18.5 metric tonnes of virgin PVC material being replaced annually with recycled PVC plastic for TD credit cards.

Through Colleague Engagement

- We held education sessions and engagement campaigns available to colleagues across the organization to help build knowledge on nature and biodiversity and the ways in which they impact our business.
- As part of our #TDReunited campaign to celebrate the reopening of our corporate offices, TD donated to the Arbor Day Foundation for reforestation of fire-ravaged areas in British Columbia and Oregon. Through an interactive campaign encouraging water bottle reuse, colleagues could scan a code and a tree would be planted on their behalf. This initiative helped to restore 78 acres of vegetation in 2023 with 25,000 planted trees.
- Through the annual TD Tree Days program, more than 5,700 volunteers registered and 79 community organizations helped plant approximately 31,000 trees and shrubs.

Through Our Sponsorships and Philanthropy⁴⁴

- TD is an active member of Circular Economy Leadership Canada (CELC) through the CELC finance initiative.
- We support organizations working to address nature loss, examples include the following:

- We committed \$300,000 over three years to One Bowl, a not-for-profit organization driving the Standing Tree to Standing Home approach to address the housing crisis in First Nations communities. The Tree to Home approach works to foster Indigenous entrepreneurship, community capacity building, and supports housing accessibility. Through strategic partnerships and the use of innovative building materials, One Bowl is working to provide housing supply chain equity, sustainability, and Indigenous stewardship. One Bowl, owned by 15 First Nations communities, focuses on fostering Indigenous stewardship and building housing self-sufficiency within Nations by utilizing locally sourced material to construct culturally and climatically appropriate homes and community infrastructure.
- With \$500,000 over five years, TD is financially supporting the Bishop's University Educational Farm and funding the appointment of a Bishop's University Research Chair in Sustainable Agriculture and Climate Action. The Research Chair will research sustainable land use practices that foster ecological health and support the agricultural sector as it transitions to a low-carbon economy. The Educational Farm provides students, faculty and the public the opportunity to learn about farming practices that not only maintain but enhance the ecological health of the land.
- Through the 2022 TD Ready Challenge, TD awarded Maine Farmland Trust (MFT) with a US\$1 million grant to help expand its climate resilience programming to support farm viability from the soil up. Building upon its farmland conservation efforts and the success of its Maine Soil Health Initiative, MFT aims to foster greater resilience to climate change on farms within its network of 500+ farms.





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TD Pathways to Economic Inclusion

In our 2022 ESG Report, we announced our social framework, TD Pathways to Economic Inclusion, which builds on our longstanding work to improve financial and economic inclusion by unifying and focusing our efforts on three areas: employment access, financial access, and housing access. In 2023, we advanced and launched a number of initiatives to help improve economic inclusion, which are featured throughout this section of the report. Key highlights from 2023 include:

TD Pathways to Economic Inclusion



Employment Access

Building a diverse, inclusive and skilled workforce at TD and beyond.

- CA US** Launched a new accessibility tool for TD colleagues in 2023 called TD Accessibility Adapter to help create more inclusive and accessible user experiences and we then made this tool available to the public.
- CA** Announced the first 25 recipients of the TD Scholarship for Indigenous Peoples, a program that offers scholarships of up to \$60,000 over four years, employment opportunities at TD between years of study and an offer of full-time employment upon graduation.
- CA US** Delivered learning experiences that touched 90,000+ colleagues.



Financial Access

Empowering individuals and business to build financial health and resilience.

- CA** Launched the Black Entrepreneur Credit Access Program to provide more equitable access to credit for Black entrepreneurs.
- US** Introduced TD Clear, a no-interest, subscription based credit card, that charges a simple monthly-fee for customers new to credit cards and looking to begin building their credit score over time.
- CA** Began a multi-year relationship with CanadaVisa to provide newcomers with detailed advice and education on financial topics.



Housing Access

Enhancing housing access and resilience across a range of housing need.

- US** Announced support of key housing and home ownership initiatives in Philadelphia, including providing US\$2.5 million to Local Initiatives Support Corporation's Non-profit Preservation Initiative and CONVERGENCE Philadelphia, a program with the Mortgage Bankers Association.
- CA** Introduced TD's First Home Savings Account, a tax-free registered account that allows Canadians to save for a first home purchase.
- US** Continued to focus on serving the lending and homebuyer education needs of Black and Hispanic borrowers, including increasing the number of mortgage loan officers hired in diverse communities by over 20% compared to 2021.



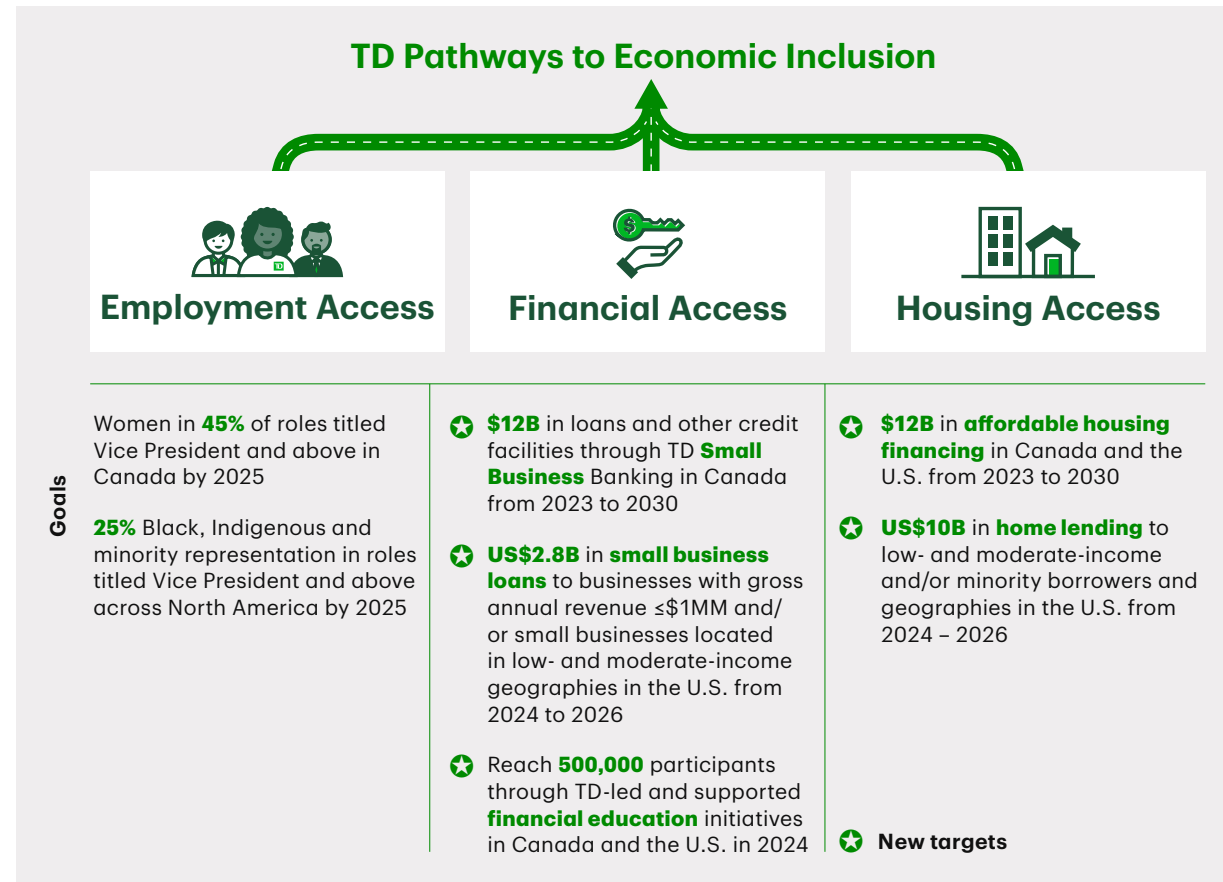
TD Bank's US\$20 billion Community Impact Plan

In January 2024, TD Bank announced a three-year Community Impact Plan to provide an estimated US\$20 billion supporting lending, philanthropy, banking access and other activities for the benefits of diverse and underserved communities in the U.S. This Plan, developed with insight from the National Community Reinvestment Coalition (NCRC), will target communities across TD Bank's U.S. presence in 15 states and Washington D.C. For information about the launch of this plan see our [press release](#).



TD Pathways to Economic Inclusion continued

In addition to the initiatives highlighted in this section of the report, we have also taken a thoughtful approach to determining new targets to support the delivery of TD Pathways to Economic Inclusion.



Under **employment access**, we are focused on progressing our existing goals of **25% Black, Indigenous and minority representation in roles titled Vice President and above across North America by 2025⁴⁵** (at 24.3% as of 2023 fiscal year-end) and **women in 45% of roles titled Vice President and above in Canada by 2025** (at 41.6% by 2023 fiscal year-end).

We have set new targets this year to support the financial access and housing access areas of our social framework. To help guide our efforts to improve **financial access**, we have set targets in two areas: small business lending and financial education.

Our U.S. and Canadian small business targets build on the Bank's ongoing commitment to support the role small businesses play in local and national economies. Small business lending has long been a key business activity for the Bank. Setting targets in this area will help us track existing activities and drive future work in this space. In the U.S., we are targeting to provide **US\$2.8 billion in small business loans⁴⁶ to businesses with gross annual revenue ≤US\$1 million and/or small businesses located in low- and moderate-income (LMI)⁴⁷ geographies from 2024 to 2026⁴⁸** as part of our [US\\$20 billion Community Impact Plan](#) announced in January 2024.

In Canada, we have set a target of **\$12 billion in loans and other credit facilities through TD Small Business Banking from 2023 to 2030⁴⁹**. In 2023, TD Small Business Banking provided \$1.5 billion in lending and other credit facilities or 13% of our eight-year target.

We have also established an annual financial education target to further our objective to support financial health and education through both our business and philanthropy. **In 2024, we aim to reach 500,000 participants through TD-led and supported financial education initiatives in Canada and the U.S.⁵⁰** Beyond this target, our goal is to provide legendary service and

trusted advice to meet customer financial needs and expectations, which often includes providing information to help customers build their financial knowledge. This target reflects and drives our efforts to provide dedicated financial education sessions, tools, and programs to our customers and communities. In addition to this target, we also focus on improving the financial well-being of our colleagues by providing tools and resources to help them manage commitments, meet goals, protect against risks, and cope with financial shocks.

To help advance **housing access**, we have set a new target to provide **\$12 billion in affordable housing financing from 2023 to 2030⁵¹** to assist in improving the supply and refurbishment of affordable housing in Canada and the U.S. In 2023, we provided \$1.97 billion in affordable housing financing or 16.5% of our eight-year goal, which also contributed to our Sustainable & Decarbonization Finance Target.⁵² We are also aiming to create more equal access to home financing by targeting **US\$10 billion in home lending to LMI and/or minority⁵³ borrowers and geographies in the U.S. from 2024 to 2026⁵⁴**, as part of our US\$20 billion Community Impact Plan.

We recognize that there are many challenges and uncertainties in the social space and that the goals and targets we have set for ourselves, opportunities to achieve them, and stakeholder expectations will continue to evolve; however, we continue to make progress with the data and information we have today and remain committed to being open and flexible in our approach.⁵⁵

These targets represent the next step in our journey to improve economic inclusion. Beyond working to achieve these targets, we will continue to advance all aspects of TD Pathways to Economic Inclusion through our business, philanthropy, supply chain, and employment activities. We look forward to reporting our progress on our targets and initiatives annually in our Sustainability Report.



Employment Access

Why It Matters to TD and Our Stakeholders



TD: As a leading North American bank, we recognize the impact we have as an employer to our colleagues and in the broader communities in which they live. It's important to us that we attract and retain top talent and be a great place to work for colleagues of all backgrounds; we know that a diversity of talent brings new ways of thinking and can have a positive impact on business outcomes. We remain focused on providing access to meaningful employment by supporting our colleagues' well-being and helping them achieve fulfilling careers that allow them to have a positive impact on TD customers, their fellow colleagues and the diverse communities we serve. We are committed to fostering diversity, equity and inclusion (DEI) throughout the organization, including in our corporate culture, talent recruitment and development and compensation practices, and sourcing and procurement practices.

Stakeholders: Increasingly, individuals are attracted to working for organizations that aim to serve a higher purpose in society, align with their values, invest in their development and support their well-being.⁵⁶ Some investors and regulators are also increasingly interested in how organizations are supporting diversity, equity and inclusion for the benefit of customers, communities and colleagues as well as the positive outcomes diverse talent can have on businesses.

Our Approach

Through the employment access pillar of TD Pathways to Economic Inclusion, we seek to create entry points to meaningful careers within the Bank, and to provide colleagues with equitable access to training, development and critical work experience for long-term success and growth. In addition, through this pillar, we seek to advance DEI throughout the organization. Through our supplier diversity program, we continue to focus on fostering inclusion across our supply chain to help create opportunities for entrepreneurs from diverse communities. Outside of the Bank, we support workforce training and skills development programs through both our business and philanthropy that help address barriers to employment and help people prepare for jobs in high-demand sectors.

Analyst Corner



Employment Access Data (p. 89)

[Code of Conduct and Ethics](#)

[Our Commitment to Diversity](#)

[A Report to TD Bank Group on the Progress of TD's Workforce Racial Equity and D&I Efforts](#)

[Supplier Code of Conduct](#)

[Summary of Benefit Programs](#)

[TD's Approach to Job Transitions](#)

[TD's Approach to Equitable Pay](#)

[Summary of North American Health and Safety Policy](#)

[TD and Indigenous Communities in Canada – 2023 Report](#)

[Prospective Supplier Website and Statement on Supplier Diversity](#)

[Campus Recruitment](#)

[Developing Leaders](#)



Employment Access continued

Colleague Promise



Impact

Make a meaningful difference to our business performance, our customers' lives and our communities.



Growth

Build your skills and gain new perspectives to succeed today and tomorrow in a rapidly changing world



Culture of Care

Experience a caring culture where colleagues feel included, appreciated and supported.

Our Approach in Action

Our Colleague Promise

The TD Colleague Promise embodies our goal to provide access to fulfilling careers, and represents our commitment to deliver an enriching experience for current and future colleagues, grounded in the pillars of Impact, Growth and a Culture of Care. At TD, we strive to deliver on a core element of our purpose: to enrich the lives of our colleagues, which, in turn, helps empower our colleagues to deliver legendary customer experience and make a positive difference in the communities we serve.



Impact

Through the variety of roles available across TD, innovation programs,⁵⁷ talent pipeline practices and the TD Ready Commitment Network (our community engagement hub), TD colleagues have the opportunity to make a positive impact on the lives of their customers and fellow colleagues, and the communities where they live and work.

What We Did in 2023

iD8 — A Colleague Ideation Program

TD has a program called iD8 that we use to crowdsource ideas from our colleagues. Through this program, colleagues can share innovative insights and ideas about how we can improve the customer and colleague experience. The iD8 program helps TD drive innovation and enable solutions that help us to be the Better Bank. We review 100% of the ideas submitted through iD8 and have received 81,876 ideas since this program began in February 2019. Innovation programs like iD8 help foster an innovative culture, actionable ideas and provide an opportunity for colleagues to make an impact.

An example of an idea that we implemented focused on improving the customer experience for newcomers to Canada. Newcomers are often limited to secured credit cards. The idea submitted suggested amending unsecured lending requirements to address this issue. As of August 2023, eligibility for unsecured credit cards was expanded, to include temporary residents, allowing access to unsecured credit cards with credit up to a maximum of \$15,000. See Financial Access for more information about how TD is working to support newcomers to Canada.

In addition, our colleagues are enthusiastic about getting involved and making a positive impact in their communities. In 2023, more than 6,900 colleagues in our TD Ready Commitment Network volunteered over 155,000 hours⁵⁸ of their time to help their communities. For more information about the impact our colleagues are having in their communities, see the [TD Ready Commitment Report](#).

Additional examples of the meaningful difference our colleagues are making through their roles at TD are featured throughout this report. See the sections on:

- Delivering Legendary Customer Experience Through Innovation for information about how colleagues in the areas of technology and innovation are having a positive impact on the customer experience.
- Sustainable Finance and Climate Change for details about how colleagues across the enterprise are working to support clients in their transitions to a low-carbon economy.
- Financial Access for information about how our teams dedicated to supporting diverse communities provide specialized expertise and advice for members of those diverse communities.

Employment Access continued



Growth

We are committed to providing ongoing development and growth opportunities that help our colleagues across the Bank achieve their career goals.



Developing Our Colleagues

As part of our emphasis on helping our colleagues grow in their careers, TD invests in its colleagues to help them build the skills needed to learn and grow today and for the future. Our development programs are anchored in the skills and capabilities critical to grow and thrive at TD and are designed for the unique needs of our colleagues. We continue to develop programs and platforms to upskill our workforce and assist employees as they transition into new roles and as the banking industry evolves. For example, we introduced learning programs that help colleagues build their business judgement and acumen, and learn how to manage through change. Learning and development initiatives support continuous growth for colleagues, which empowers them to have a meaningful impact on customers, communities and fellow colleagues.

What We Did in 2023

Upskilling the TD Workforce

Colleagues across the Bank engage in learning programs through multiple platforms to build the skills and capabilities needed to be effective in their current roles, prepare for future roles and excel at new ways of working. In 2023:

- TD delivered learning experiences through more than 560 programs that reached over 25 lines of business and corporate functions and touched 90,000+ colleagues. Approximately 47% of training supports revenue-generating lines of business, about 30% supports colleagues in corporate functions, and about 23% supports enterprise-wide training. TD's internal learning platforms have over 32,000 learning assets available to all colleagues.

- We continued to provide foundational learning to help colleagues operate and mature within their "agile" roles, (i.e., roles that leverage the "agile" principle of using incremental and iterative steps to complete projects). We delivered a sustainable and scalable learning strategy to help upskill colleagues new to agile roles, and to help colleagues learn how to work under a new working model. Learning about this new working model was delivered to approximately 6,000 colleagues. It included more than 900 modules and totalled approximately 68,000 hours of learning.
- TD Thrive, one of our online learning platforms, remained a key component of our learning strategy that reached 82% of TD colleagues in 2023. Since its launch in 2018, TD Thrive has provided over 100,000 TD colleagues with self-directed learning opportunities aligned to their career interests and skill development aspirations. In fiscal year 2023, the number of colleagues who logged on to TD Thrive was up by about 19% (64,890 in 2023 compared to 54,460 in 2022) and completion of learning activities was up by about 24% (1,059,600 in 2023 compared to 854,440 in 2022).



Employment Access continued

Colleague Retention and Redeployment

We focus on developing our colleagues and providing them with support and the opportunity to grow their careers as a mechanism to engage and retain talent. In 2023, we continued to build upon our career mobility strategy through the following investments:

- An enterprise approach to supporting career mobility – first, Career Solutions, an internal website that offers career tools and resources to support colleagues with their growth and development, and second, Career Transitions, a team that helps colleagues impacted by job loss with job search support. This dual approach has played a critical role in supporting our business and talent strategy, and enabling internal mobility, and the retention of key skills and experiences within the organization.
- Enhanced growth and development practices by further integrating colleagues' career development conversations into the quarterly performance check-in process. We developed new tools to help our colleagues and leaders continue to have meaningful conversations about career development on an ongoing basis. The integration of career and performance conversations has helped increase colleague engagement in career development planning. Feedback from colleagues in this program has been positive, and the support provided is evidence of TD's culture of care.

Building and Developing Our Leaders

Our programs for our most promising leaders help build our leadership pipeline and prepare them for more senior roles. Through these programs, we also aim to empower them to make an even greater impact on our business, as well as our customers, their fellow colleagues and the communities we serve. In addition, we continue to invest in all of our leaders by offering training opportunities that provide best-in-class learning experiences and help them to support an environment that fosters belonging and respect for our colleagues and customers. Examples of these programs include:

- A nine-month Associate Vice President Executive Development Program that focuses on building leaders' capability so they can bring meaningful impact to their roles. It explores areas such as having a commercial mindset, leading and collaborating across the enterprise and developing and energizing teams.
- Our 12-month people manager onboarding program, called Path to Leadership, focuses on helping new people managers learn to lead at TD and strengthen their leadership capabilities so that they feel confident and successful in their roles.
- Three integrated and immersive leadership programs to develop our top talent pipeline across the enterprise. These programs focus on helping leaders be future-ready and customer-centric and to maintain a strong focus on colleague development.
- Making available an open enrollment schedule of leadership programs to all people managers across the enterprise on topics such as coaching, diagnosing performance and providing feedback, inclusive leadership, conflict resolution, and how to build psychologically safe teams.





Employment Access continued

Building a Diverse and Inclusive Organization

TD takes a comprehensive and integrated approach to formulating its DEI strategy and goals. Multiple teams, committees, and individuals at TD help support the Bank's DEI initiatives and programs and play a role in implementing TD's DEI strategy.

Since 2007, TD has had an enterprise-wide DEI strategy, which has been refreshed every few years to align with evolving practices and expectations. In February 2023, the current Vice President of DEI helped refresh the existing strategy in an effort to continue driving progress on DEI across the Bank. As a result, TD's DEI team developed a new, multi-year DEI strategy in 2023. Approved by the Bank's Senior Executive Team and Enterprise Inclusion and Diversity Leadership Council, the new DEI strategy was presented to the Human Resources Committee of the Board of Directors. This DEI strategy has three key strategic priorities:

1. Activate a culture of strong leader accountability, where all colleagues and customers feel respected and have equitable access to opportunities;
2. Amplify TD's voice on DEI through community investment, strategic partnerships, supplier diversity, thought leadership, and authentic, transparent storytelling; and
3. Measure performance in DEI through robust data and insights.



TD's DEI strategy centers on all customers, colleagues, and communities, with an emphasis on the following "Areas of Focus" which align to specific demographic groups: Black Experiences, Indigenous Peoples (Canada only), visible minorities/minorities,⁵⁹ women, Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Plus ("2SLGBTQ+") individuals, People with Disabilities ("PwD"), and Veterans (U.S. only). As part of this strategy, TD developed both programming and initiatives that are enterprise-wide and specific to each Area of Focus.

What We Did in 2023

Supporting Our Diverse Colleagues

People with Disabilities/Individuals with Diverse Abilities: TD launched a new accessibility tool for TD colleagues in 2023 called TD Accessibility Adapter to help create more inclusive and accessible user experiences and we then made this tool available to the public, at no cost, in Canada and the United States. The tool allows users to personalize websites to address accessibility preferences without requiring assistive technologies. For example, users can adjust font size and use dark mode and/or a dyslexia-friendly font.⁶⁰

2SLGBTQ+ Colleagues: In 2023, we launched the Forever Proud Mentorship program. This program, open to colleagues across the Bank, provides structured learning and mentorship for colleagues who are early in their careers with a focus on key topics such as navigating their career progression, meeting goals at work, and building confidence to bring their whole self to work. Our goal is to offer a safe environment that helps our 2SLGBTQ+ colleagues increase their knowledge and skills to excel in their careers.

Women: In the United States, TD Bank's Taking the LEAD Program (Leadership, Engagement, Achievement, Development) is an accelerated sponsorship program that aims to develop and advance talented women leaders in the Commercial Bank to help them achieve legendary results and create a community of thought leaders. We also introduced the 50 Ways to Fight Bias course across the enterprise in 2023. This course was created by Lean In, an organization dedicated to helping foster leadership, advancement and inclusion for women in the workplace. Designed for people managers, this instructor-led course aims to help leaders explore the most common types of bias faced by women and provides them with tools to prevent bias.

Diversity, Equity and Inclusion Within Our Workforce

Progress on Goal		
Goal ¹	Progress	2023 Result
Women in 45% of roles titled Vice President and above in Canada, by 2025 ²	On track	✅ 41.6%
25% Black, Indigenous and minority representation in roles titled Vice President and above across North America, by 2025 ³	On track	24.3%

1 The Bank's representation goals are aspirational. All nomination, appointment, hiring and other employment decisions are made on a non-discriminatory basis, consistent with applicable laws.

2 This goal applies to women in Senior Management (Vice President and above) in TD's Canadian businesses. The goal was set in 2021, and the result for that year was 40%.

3 For the purpose of this goal, "minority" means non-Caucasian in race or non-white in colour, other than an Indigenous person. Data is voluntarily disclosed by colleagues and therefore may not be reflective of the actual workforce.

Employment Access continued



Culture of Care

We strive to create a Culture of Care that is focused on well-being and supports the diverse nature of colleagues' needs so they can thrive and feel connected and secure.

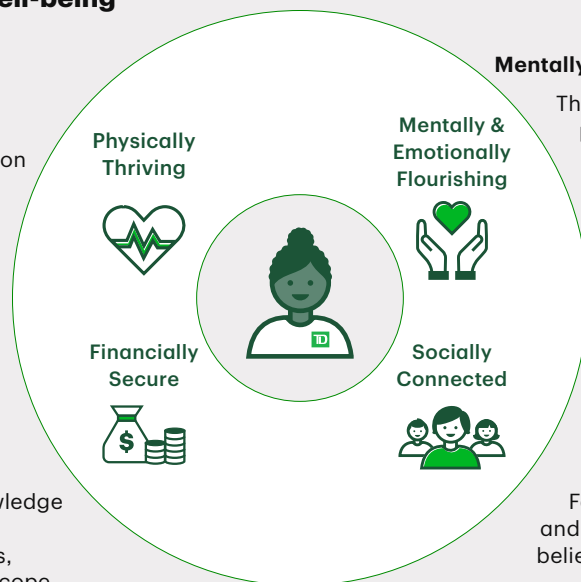
TD's Approach to Well-being

Physically Thriving

Understanding and managing one's health, practising illness prevention and feeling your best at home and at work.

Financially Secure

Having the financial knowledge and resources to manage commitments, meet goals, protect against risks and cope with financial shocks.



Mentally & Emotionally Flourishing

The ability to realize your own potential, cope with normal stresses and be productive at home and at work.

Socially Connected

Feeling connected to people and the community as a whole, believing in your own self-worth and usefulness to society.

Colleague Health and Well-being

We believe in a holistic approach to healthy, active and balanced living and provide opportunities for colleagues to assess, manage and improve their entire well-being. We strive to foster a culture of care by providing comprehensive benefit plans, opportunities for career growth and meaningful work, and a workplace that is responsive to the needs of our colleagues. For example, if aligned with business needs, TD colleagues can take advantage of our flexible hybrid work model, allowing them to balance on-site work and work-from-home days.

We also aim to strengthen colleague well-being through initiatives such as the Well-being Ambassador Program, which establishes a network of trusted representatives within our businesses across our footprint. Ambassadors promote and connect colleagues with tips, tools and resources to support their well-being. In addition, every other month, our Well-being Ambassador Program spotlights an important well-being topic and related resources focused on one of the four pillars of well-being: physically thriving, mentally and emotionally flourishing, socially connected or financially secure. TD's North American Health and Safety policy establishes the framework TD employs to provide a healthy and safe workplace and environment for its colleagues.

What We Did in 2023

- **Physical Well-being:** We added services provided by healers from Indigenous communities and non-traditional healers (e.g., Elders from Indigenous communities, Chinese medical practitioners and Shiatsu therapists) as eligible expenses in the wellness account in Canada. In the United States, we introduced a new benefit for doula services as of October 1, 2023, that provides US\$2,000 per pregnancy. We also launched a TD Well-being app, powered by Virgin Pulse, for U.S. colleagues, similar to our well-being tool already available to Canadian colleagues. This app provides an interactive and personalized experience that supports colleagues' total well-being.
- **Financial Well-being:** We used TD's Enterprise Well-being Ambassador Network to promote webinars, tips, activities and resources focused on how to talk about money and how eliminating the stigma around money can help improve financial well-being.

- **Mental/Emotional Well-being:** We introduced two paid personal days off per year in Canada to be used for religious or cultural holidays or for time to focus on personal or family well-being, as examples. We also increased vacation entitlement for new hires in Canada and published a document that outlines [TD's approach to mental health in the workplace](#) across the enterprise.
- **Social Well-being:** Enterprise-wide, we provided tips to colleagues on how to strengthen social connections through self-awareness, including a webinar on improving relationships through better communication.

For information about how we reward and recognize our colleagues, please see [TD's Approach to Equitable Pay](#).



Employment Access continued

Employee Relations

As part of our Culture of Care, our colleagues can safely raise their concerns directly with TD. Our focus is to strengthen the employer-employee relationship and improve colleague engagement, satisfaction and retention. The Employee Complaint Resolution Process provides our colleagues with various channels to report their concerns, including an anonymous option, and facilitates the reporting of their concerns to the right point of contact so that they are addressed without delay, objectively and without fear of retaliation. TD is committed to protecting individuals from reprisal in any form. Our HR Advice and Employee Relations group maintains work standards, policies and practices consistent with TD's commitment to the overall employee experience and the Bank's business objectives, as well as legal and regulatory requirements.



Helping Address Barriers to Employment Through Workforce Attraction, Training and Skills Development

We know that individuals from some diverse groups often experience barriers to employment and professional training and skills development.⁶¹ We also know that a diverse workforce leads to new ways of thinking and can make our business stronger by engaging individuals with a range of experience, backgrounds and abilities. At TD, our Diversity Sourcing teams are dedicated to attracting talent from diverse communities in alignment with our enterprise-wide talent acquisition strategy. We work with community organizations and student groups to attract and develop diverse talent and help reduce barriers to employment by offering paid internships, rotational programs, management associate and rotational associate programs, along with scholarship initiatives.

What We Did in 2023

Indigenous Peoples: In 2023, we announced the TD Scholarship for Indigenous Peoples, administered by AFOA Canada, which offers 25 scholarships to eligible students,⁶² including \$15,000 per year for up to four years, and employment opportunities at TD such as summer employment between years of study and full-time employment upon graduation. We welcomed the first cohort of 25 students in 2023 and opened applications for the second cohort.

Black Communities and Visible Minority/Minority Communities: In 2023, TD continued to work with community organizations by participating in career fairs and professional development presentations. For example, we participated in a career fair hosted by the Confederation of Chinese Alumni Associations, Canada-China Economic Trade & Culture Exchange Promotion Alliance and CPAC (formerly the Chinese Professionals Association of Canada), engaging with over 400 participants. In the United States, TD Bank participated in the Alpha Conference focused on talent from Hispanic communities, as well as a virtual career fair focused on identifying and attracting technology talent from the Black community. Events like these allow us to develop personal connections and relationships with potential talent.

In addition, our Group President and CEO Bharat Masrani joined the New York Jobs CEO Council (NY JCC), a 32-member council of the largest employers in the New York area. The goal of the NY JCC is to prepare New Yorkers in low-income communities for the future of work, and collectively hire 100,000 traditionally underserved New Yorkers by 2030, including providing job opportunities and apprenticeships for 25,000 City University of New York (CUNY) students. TD worked with NY JCC to increase recruitment efforts across CUNY campuses, and in 2023, TD hired 16 summer interns and full-time analysts from CUNY schools.

Veterans: TD worked with The Honor Foundation, a career transition program in the United States, to host colleague career conversations and interviews with Navy SEALs who are transitioning to civilian roles. TD also participated in several outreach opportunities within the veteran community such as hiring fairs with Boots 2 Books, Dover Air Force Base, and Veterans on Wall Street. We also participated in speaking engagements that support service members transitioning to the workforce, including a Veteran Affairs Canada virtual Canadian Veterans event, a transitioning service member event called 50 Strong, a Special Operation Spartan Veteran event in New York, the Upstate Warrior Solution career transitioning event in support of the Carolinas Veteran group, and the VetsSuccess virtual conference.

Employment Access continued

Encouraging Diversity in Our Supply Chain

We have designed our North American Supplier Diversity Program to promote a level playing field and encourage the inclusion of women, Indigenous Peoples, Black, minority and 2SLGBTQ+ communities, people with disabilities, veterans, refugee entrepreneurs and other diverse suppliers in our procurement selection process.⁶³ Our Chief Procurement Officer's [Statement on Supplier Diversity](#) reflects TD's commitment to DEI and recognizes DEI as both a core TD value and a business imperative. We are a member of 11 supplier diversity certification councils in North America that certify a supplier's diversity credentials.

Performance Highlights

54.9%

✔ women in our workforce globally

48.8%

✔ of our workforce in Canada identifies as visible minorities¹

36.8%

of our workforce in the United States self-identifies as minorities²

¹ Person non-Caucasian in race or non-white in colour, other than an Indigenous person.

² Person who identifies as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, or two or more races.

What We Did in 2023

- Continued to support the Refugee Entrepreneur Supplier Diversity Certification Program, which was introduced in 2022 by the Canadian Aboriginal and Minority Supplier Council (CAMSC) and the Tent Partnership for Refugees. TD is paying the certification fees for refugee-owned businesses for the first three years of the program ending October 31, 2025.
- Provided ongoing guidance and support to diverse suppliers, including enrolling in four supplier diversity council mentorship programs; Disability:IN, National LGBT Chamber of Commerce, National Minority Supplier Diversity Council and Women's Business Enterprise Canada.
- Implemented a new supplier diversity data and reporting platform to provide enhanced enterprise data, reporting and tracking to support the growth of our North American spend with diverse suppliers.
- Included diverse-owned broker-dealers in all of TD's U.S. dollar senior debt issuances to promote supplier diversity and direct revenue to diverse-owned firms.

Employee Engagement Index

Progress on Goal						
Goal	2024 Target	2023 Target	Progress	2023 Result	2022 Result	2021 Result
Provide a great place to work ¹	85%	85%	Met	✔ 87%	✔ 85% ²	84% ³
Provide an inclusive place to work ^{4,5}	84%	84%	Met	87%	87%	–

¹ This represents Overall Employee Engagement as measured using the TD Pulse Survey, which asks colleagues to rate their level of commitment and connection to TD and their role along three dimensions (intention to stay, pride in working at TD and job satisfaction) on a scale of one to five: Strongly Disagree (1), Disagree (2), Neither Agree Nor Disagree (3), Agree (4) and Strongly Agree (5). The percentages represent the average proportion of overall respondents who either agreed (4) or strongly agreed (5) with the first three statements shown in the Pulse Survey Results table. In 2023, the TD Pulse Survey response rate was 92%.

² Fiscal year 2022 target was 85%.

³ Fiscal year 2021 target was 84%.

⁴ The first year this data was disclosed was fiscal 2022.

⁵ Target is based on achieving results that are within the 75th percentile of a global benchmark (a three-year rolling benchmark), which is updated annually and consists of over 600 companies and 10 million responses, spanning geographies and industries.

Challenge: Engaging our Colleagues and Responding to the Changing Nature of Work

Response: The nature of work continues to evolve at a fast pace and is changing the way our colleagues expect to be engaged in their workplace. As our colleagues navigate this ever-changing world, we are working to advance our colleague experience measurement capabilities to help us gain insights needed to understand their experiences. We are committed to listening to our colleagues to learn from their feedback, strengthen our relationship with them, adapt and grow as an organization and nurture TD's Culture of Care.

As an example, our colleague experience measurement is holistic and includes engagement, inclusion, well-being, leadership effectiveness, work enablement (i.e., providing the tools and resources colleagues need to do their jobs), and TD's culture. We measure colleague feedback through our annual TD Pulse survey and then take action on all aspects of our colleagues' experience. We strive to create an environment that provides them with opportunities to have a positive impact through their roles, grow their careers, and work within an environment that fosters a Culture of Care. Colleagues consistently note that they are proud to work for TD, feel as though they belong, and work in a supportive environment. In 2023, we continued our regular colleague surveys and incorporated questions about inclusion and well-being to help us identify new trends in the colleague experience.



Financial Access



Why It Matters to TD and Our Stakeholders

TD: We continue to focus on providing equitable access to banking and supporting the financial health of our diverse customers. This is core to our journey to foster financial access and inclusive economic growth and helps us to strengthen and grow our customer base.

Stakeholders: Financial access is core to TD's purpose and strategy, as our success is deeply interconnected with the well-being of our customers, communities and colleagues. As a financial institution, we have a role to play in helping improve the financial well-being of our stakeholders to help them meet their financial needs and achieve their financial goals.

Our Approach

Through the financial access pillar of TD Pathways to Economic Inclusion, we seek to improve access to banking through financial education and advice and by enhancing or developing products, services and processes to remove barriers and help build financial health and resilience.

To help provide a comprehensive approach to serving customers from diverse communities, we have teams in Canada dedicated to Indigenous Banking, Black Customer Experience, Women in Enterprise and the 2SLGBTQ+ community that work closely with internal business partners. In the U.S., TD Bank has community

Business Development Officers in New York and Philadelphia that serve Black and minority communities and the LGBTQ2+ community. In addition, we celebrate national recognition months of importance to our customers, communities and colleagues. For example, during Women's Business Month in the U.S., TD Bank highlighted stories about the challenges and achievements of women-owned businesses as well as TD Bank's commitment to supporting women-owned and women-led businesses. In the U.S. and Canada, we aim to reduce barriers to financial services, including for vulnerable populations and individuals from minority communities.

Analyst Corner

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[TD Advice](#)

[Small Business Resource Center – United States](#)

[Small Business Resources and Tools – Canada](#)

[Women in Business Website](#)

[TD Wealth for Women Website](#)

[TD and Indigenous Communities in Canada – 2023 Report](#)

[Black Customer Experience](#)

[Black Entrepreneurs](#)

[Supporting 2SLGBTQ+ Entrepreneurs](#)

[Accessibility at TD: Meeting Customer Needs](#)

[Banking for Newcomers to Canada](#)



Target	Progress	2023 Result
US\$2.8 billion in small business loans ¹ to businesses with gross annual revenue <US\$1 million and/or small businesses located in low- and moderate-income ² geographies in the U.S. from 2024 to 2026 ³	New target	Results to be reported in 2024 Sustainability Report
\$12 billion in loans and other credit facilities through TD Small Business Banking from 2023 to 2030 ⁴	On track	\$1.5 billion
Reach 500,000 participants through TD-led and supported financial education initiatives in Canada and the U.S. in 2024 ⁵	New target	Results to be reported in 2024 Sustainability Report

- 1 Small business loans are defined consistent with the Community Reinvestment Act ("CRA") regulations in effect at the time of loan origination.
- 2 As defined in CRA regulations, low-income community means there is a median family income of less than 50% of the area median income. A moderate-income community means that the median family income is at least 50% and less than 80% of the area median income.
- 3 This target represents the cumulative amount of new financing and refinancing activities over three years, from January 1, 2024, to December 31, 2026. A portion of this target is also eligible for the \$500 billion Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.
- 4 Includes loans and other credit facilities (including all Small Business Banking credit products such as loans, line of credit, overdraft protection and loans with government or Crown Corporation guarantees) to businesses where the credit amount is approximately \$1.5 million or less. The target represents the cumulative amount of new financing and refinancing activities over eight years, from November 1, 2022, to October 31, 2030. Progress toward this target does not contribute to the Sustainable & Decarbonization Finance Target, and there are differences in inclusion criteria and associated measurement between this target and the Sustainable & Decarbonization Finance Target.
- 5 Participants include customers and community members who take part in or receive information through sessions or programs in Canada and/or the U.S. that aim to improve their financial knowledge. "TD-led" initiatives include activities facilitated or delivered directly by TD. "TD-supported" initiatives include programs facilitated by or with charitable organizations that are both partially and fully funded by TD. Due to data and practical limitations, participants may be counted toward this target where they attend only part of a session or program. In addition, the number of participants reported may not reflect unique participants, as participants might engage with multiple programs. Prior to 2021, TD had a target for TD-supported financial education, which has now been broadened and recalibrated to reflect our current approach and ambition.



Financial Access continued

What We Did in 2023

Financial Health and Education for Customers and Small Businesses

Our focus on promoting financial health and education extends to all members of the communities we serve. TD recognizes the importance of financial health (i.e., the extent to which individuals can comfortably meet their financial needs and commitments now and in the future) and seeks opportunities to strengthen financial health and education through our business and philanthropy. Additional information about our philanthropic support for financial health and education can be found in our [TD Ready Commitment Report](#).

Canada

- To help enhance advice, increase customer and colleague confidence and help meet our customers' needs, we offer the TD Goal Builder, a financial goal setting and tracking tool. Personal Bankers using TD Goal Builder can provide personalized advice to help customers work toward their financial goals. Available to our customers in Canada since its launch in 2022, thousands of customers have met with their Personal Banker to build a path to achieve their financial goals. In a recent survey of customers who met with a Personal Banker that used TD Goal Builder, approximately 90% of customers expressed that the TD Personal Banker showed genuine care during their interaction.

- Together with the fintech Flybits, TD created a prototype of a financial literacy virtual reality experience, where users make everyday financial decisions and use tools that help them understand how those decisions impact their finances. Targeting those under 25 years of age, participants are immersed in an interactive experience where they make financial decisions regarding spending, credit, saving and investing, and are asked how these decisions make them feel. As part of the experience, users collect badges and objects, then receive a financial "persona" that aligns with the decisions they made.⁶⁴
- TD works with the Brandon Gopez Show, a Black-owned news and entertainment online platform, to deliver financial literacy programming to the community. Since August 2021, our content with Brandon Gopez has been viewed over one million times by audiences.

- provides recommendations on how they can help protect their identity.
- To help our customers further build their financial literacy, TD store and phone channel colleagues are equipped with an enhanced financial education-focused suite of relay messages to share with customers. Relay messages, delivered upon customer request via SMS text, are a timely way to provide additional financial tools and resources to our customers. In 2023, we provided information about mortgages and the home buying process and protecting against identity theft.
- TD's Community Centered Stores focus on communities with critical need for financial equity. This new store format aims to promote financial health and education, creating lasting impact by engaging with local organizations, including educational non-profits and organizations supporting community revitalization and small businesses. Events in 2023 included listening sessions, bolstering access to capital for small businesses, and fostering pathways to credit and home ownership. Working closely with local non-profits, we have strategically invested in Jacksonville, Philadelphia, and Charlotte. We plan to deploy this new store format in Boston, Washington D.C., and other major markets.



United States

- This year marked a return to in-person delivery of financial education workshops across our U.S. footprint. TD Bank colleagues volunteered their time and industry expertise at these workshops, and there was a significant year-over-year increase in the number of workshops facilitated and the number of attendees. Our financial education offering in 2023 included sessions about the impacts of inflation on small business and the TD Security Awareness for Everyone (SAFE) program. Delivered with local law enforcement and community partners, TD SAFE aims to help communities, particularly vulnerable populations such as senior citizens and students, identify potential scams and cyber threats and



Financial Access continued

Supporting the Financial Needs of Newcomers to Canada

At TD, we want to help newcomers feel confident about banking in Canada. We offer products and services tailored to newcomers as well as relevant financial education materials. Across our TD branch network in Canada, TD personal banking colleagues assist their communities in over 50 different languages and we have colleagues who can provide telephone support for customers in more than 200 languages. We also offer financial literacy materials in over 10 languages across our in-person and digital channels to help newcomers transition to banking in Canada and support them in finding products that help meet their needs. As one example, we offer information introducing the Canadian banking system and associated key terms.

In 2023, TD launched a multi-year relationship with CanadaVisa, a Canadian immigration information platform. Through this relationship, TD provides newcomers with detailed advice and education in multiple formats and across various channels about diverse financial topics such as how to build good credit, what to know before buying a home and tips for first-time investors.

To help meet the specific banking needs for newcomers to Canada, we offer a variety of tailored products and services:

- **TD New to Canada Banking Package:** a package exclusively available to eligible newcomers (five years or less in Canada) that provides 12 months of fee waivers on an unlimited chequing account and unlimited international money transfers rebated for up to 12 months when using TD Global Transfer Service, along with other unique rewards and benefits.



- **TD International Student Banking Package:** a banking package designed for eligible international students that includes everything they need to start banking in Canada, such as the no-monthly-fee TD Student Chequing Account, an unsecured credit card (subject to application), a savings account and unlimited international money transfers with transfer fees rebated for up to 12 months when using TD Global Transfer service.
- **Helping Newcomers Establish Credit in Canada:** We know that building credit in Canada is important to newcomers and imperative to establishing roots and financial confidence. While remaining within our risk appetite, TD has made enhancements to our lending policies to help even more newcomers become approved for unsecured credit cards.
- **TD International Student GIC Program:** a fully digital, no-fee solution for prospective international students to fulfill the guaranteed income certificate (GIC) requirement of the Canadian government's expedited study permit processing program, allowing them to open and fund a bank account and GIC prior to their arrival in Canada.



In addition to recognizing that newcomers to Canada require access to financial services and education, TD also supports professional development opportunities for newcomers. For example, we participated in a job fair in 2023 (hosted by employment services organization UJA Genesis, working with JVS Toronto and JIAS Toronto) focused on supporting newcomers to Canada. Since 2016, through our work with ACCES Employment's Empowering Women program, TD has supported women new to Canada who are seeking employment. The program helps newcomer women be successful in their careers by providing customized workshops, coaching and mentorship. The program empowers women with the skills and confidence they would require to become leaders in their sector. TD supports women in the program with interview preparation, job search mentorship, knowledge sharing at events, and employment.

- **For more information about how we work to support workforce skills development and attract a diverse and inclusive workforce, please see Employment Access.**



Financial Access continued

Improving Access to Financial Services

Providing all individuals with fair, convenient and equitable access to our products and services is a priority at TD. Some of the ways we work to provide greater financial access are by offering affordable product options to customers across our footprint, offering longer hours at our branches and stores, and providing access to phone and digital banking. In addition, we open personal accounts regardless of whether a person is unemployed or is experiencing/has experienced bankruptcy at any time, subject to conditions. We also work to support the unique financial needs of our senior customers. To learn more about how we support our senior customers, please see our [Public Accountability Statement](#). We are committed to providing customers with clear information about our products and services, and to being informative and transparent about our products and services.

United States: TD Bank introduced TD Clear for U.S. customers, a no-interest, subscription-based credit card that charges a simple monthly fee – the first of its kind in the U.S. market. Our research showed that customers wanted a simple credit card product with a predictable monthly payment. The TD Clear credit card may help customers new to credit cards begin building their credit score over time in a more financially predictable manner.⁶⁵

Canada: In 2023, Canadian Personal Banking launched Offsite Account Opening, available in most provinces, which allows branch colleagues to open personal deposit accounts for customers outside of a TD Branch, at community events, campuses, and financial literacy workshops. This capability provides customers with flexibility in accessing account opening services and helps create more opportunities to engage customers in communities by bringing the Bank to more localized and relevant events. Offsite Account Opening has been used to serve newcomers, including refugees and those fleeing conflict zones, upon their arrival to Canada to ease their transition.

Spotlight on Small Business

In Canada and the United States, TD helps small businesses grow through product and service offerings and through the relationships we build with the customers and communities we serve. TD supports our small business customers through lending services and financial solutions to help meet their needs. We also offer tools and resources specific to small businesses, available through the [TD Small Business Resource Center](#) in the United States and the [Small Business Tools and Resources](#) site in Canada. See the awards and recognition page for examples of how our support for small businesses has been recognized this year.





Financial Access continued

Fostering Inclusion Through our Products and Services

Below we feature some of the ways we are working to support customers and small businesses with our product and service offerings and through the relationships that we build with the customers and communities we serve.

Black Customers: In 2023, as part of our Black Customer Experience Strategy,⁶⁶ TD launched the Black Entrepreneur Credit Access Program in Canada. This program helps provide more equitable access to credit for Black entrepreneurs, who may disproportionately face hurdles securing funding for their businesses, helping to foster economic inclusion. The program also offers dedicated support and resources through specialized small business account managers and a team of Business Development Managers across Canada dedicated to serving the Black community. In the U.S., in honor of National Black Business Month, and as part of TD Bank's ongoing commitment to supporting the Black business community, TD Bank developed communication campaigns highlighting Black business owners. In addition, to celebrate the month, TD Bank combined these communications with product campaigns available to all customers.

2SLGBTQ+ Customers: We have Business Development Managers in Canada and Business Development Officers in New York and Philadelphia dedicated to the 2SLGBTQ+ community who engage with the community on a regular basis. They work with internal business partners to help provide a comprehensive approach to serving 2SLGBTQ+ customers' financial needs. Beyond the workplace, our Regional Managers in Canada support and volunteer with local grassroots organizations to form meaningful connections and develop a deeper understanding of the 2SLGBTQ+ community. As a part of our ongoing work to enhance our systems, processes and training to reflect diverse gender identities and expressions, we introduced the ability for Canadian retail and business banking customers to add their pronouns and preferred or chosen name to their profiles on EasyWeb and mobile applications.

Indigenous Peoples: We offer a wide range of products and services to Indigenous communities through our Canadian branch locations, which include five branches on-reserve. Our fifth on-reserve branch, Buffalo Run, opened in 2023 in the community of the Tsuut'ina Nation and is 100% staffed by members of Indigenous communities. We also provide telephone banking services in Cree and Inuktitut languages. For more information about how we're working to provide products and services for Indigenous Peoples, see our [TD and Indigenous Communities in Canada – 2023 Report](#).



Visible Minority/Minority Communities: In the United States, TD Bank announced a US\$105 million equity fund in 2021 to support minority-owned small businesses. About US\$30 million of the fund was used to provide direct capital to minority-owned businesses through partnerships with Community Development Financial Institutions (CDFIs). Eight equity equivalent investments (a product designed for CDFIs) closed in 2023, bringing us to a total of 19 investments. An example of a CDFI that received funds in 2023 is the South Carolina Community Loan Fund, whose mission is to advance equitable access to capital to build assets and benefit the communities and people most in need of economic opportunity. The Fund's work is critical in supporting people of color, women, low-income individuals, and those in rural communities. Approximately US\$75 million has been earmarked for Special Small Business

Investment Companies (SSBIC), a program of the Small Business Administration. TD Bank's SSBIC designation is in progress.

TD Bank announced a US\$5 million equity investment in Citizens Trust Bank in Atlanta, Georgia via TD Community Development Corporation, a wholly owned subsidiary of TD Bank, to help expand opportunities for minority-owned businesses. Citizens Trust Bank is a Black-owned Minority Depository Institution (MDI) and CDFI founded in 1921, with physical locations in the Atlanta and Alabama markets and a nationwide digital footprint. This investment in Citizens Trust Bank will ultimately help provide minority-owned businesses with greater access to capital, while allowing Citizens Trust to provide broad financial services in communities that are often underserved.



Housing Access

Our Approach

Through the housing access pillar of TD Pathways to Economic Inclusion, we focus on providing tools and advice to help people access and remain in homes that meet their needs, supporting organizations that increase access to secure housing and provide related supports, and contributing to the supply and refurbishment of affordable housing through our financing and philanthropy.

Our Approach in Action

In Canada, TD's National Real Estate Group (NREG), together with the Commercial Mortgage Group (CMG), Commercial Banking and the Indigenous Banking Group, have a mandate that involves taking a targeted approach to supporting affordable housing:

- CMG often works with borrowers in Commercial Banking and Corporate Banking, TD stakeholders and brokers to provide ongoing, long-term financing, including for affordable housing projects.
- NREG often finances larger construction projects, which may include an affordable housing component (e.g., projects in which a small number of units are presold to government entities). NREG participates in the Canada Mortgage and Housing Corporation (CMHC) mortgage loan insurance (MLI) Select program (and, before that, CMHC's MLI Flex program), a multi-unit MLI product focused on affordability, accessibility and climate compatibility.
- The Indigenous Banking team works closely with Business Bankers, sharing information about our programs for Indigenous Peoples at TD and external to the Bank.

In the United States, TD Bank's Community Lending and Development Department, coordinating with Real Estate Secured Lending (RESL), Commercial Banking, and the Community Capital Group (CCG), aims to make affordable housing loans and investments that support low- and moderate-income (LMI) families and neighborhoods.

- RESL develops residential loan products designed to be more affordable with features designed for first-time homebuyers, LMI individuals, and to support minority communities through a special purpose credit program. TD Bank mortgage loan officers offer a suite of flexible and residential lending products designed to be more affordable, including both TD Bank proprietary and government-sponsored products. Examples include the TD Bank Right Step Mortgage, TD Home Access Mortgage, Fannie Mae HomeReady Mortgage, and Federal Housing Administration and Veterans Administration mortgages. RESL works to engage the communities within TD Bank's footprint. For example,

community mortgage loan officers conduct financial education and first-time home buyer seminars in the communities we serve, including LMI and minority markets, and TD Bank retail stores support a consumer direct model allowing all TD locations to support customer needs in mortgage and home equity borrowing.

- Commercial Banking has ongoing relationships with affordable housing developers and pursues the financing of large-scale affordable housing projects, including those associated with low-income housing tax credits through a combination of investments and loans. In addition, Commercial Banking provides higher-value loans to state housing finance authorities, which are government agencies that provide funding for affordable housing programs and the construction of affordable rental housing. Commercial Banking also extends loans to non-profit organizations, which promote affordable housing in their communities by making loans, rehabilitating properties, and providing financial literacy education.

- CCG makes equity, loan fund, and tax credit investments that support affordable housing, including Low-Income Housing Tax Credits that support large-scale affordable housing projects.



Target	Progress	2023 Result
\$12 billion in affordable housing financing in Canada and the U.S. from 2023 to 2030 ¹	On track	\$1.97 billion
US\$10 billion in home lending to low- and moderate-income and/or minority ² borrowers and geographies in the U.S. from 2024 to 2026 ³	New target	Results to be reported in 2024 Sustainability Report

¹ Includes the activities outlined in the "Affordable and Community Housing" category of the Sustainable & Decarbonization Finance Target, with the exception of residential real estate purchases. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details. This \$12 billion affordable housing financing target covers key business activities of the Bank, including lending, financing, underwriting and advisory services. The target represents the cumulative amount of new financing and refinancing activities over eight years, from November 1, 2022, to October 31, 2030. Progress toward this target is also counted toward the Sustainable & Decarbonization Finance Target and is reported for activities in both Canada and the U.S.

² The term "minority," for the purpose of this target, means Black or African American, Hispanic, Asian, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander.

³ Includes, within the TD Bank N.A.'s facility-based assessment areas, TD-originated residential mortgage loans to minority borrowers, borrowers residing in majority-minority census tracts, LMI borrowers, and borrowers residing in LMI census tracts, and TD-purchased residential mortgage loans to LMI borrowers and borrowers residing in LMI census tracts. The target represents the cumulative amount of TD-originated mortgage loans and TD-purchased residential mortgage loans over three years, from January 1, 2024, to December 31, 2026. A portion of the target is eligible for the Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.

Analyst Corner

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[Housing for Everyone Competition](#)

[TD Ready Commitment Report](#)





Housing Access continued

What We Did in 2023

Through Our Business

- TD introduced its First Home Savings Account (FHSA) in 2023. An FHSA is a tax-free registered account that allows Canadians to save for a first home purchase, and it can be used in combination with the Government of Canada's Home Buyers' Plan. TD has helped thousands of customers open an FHSA to help them in the journey to home ownership. More information about this new product can be found on our [personal banking website](#).
- In 2023, TD continued to onboard communities to its First Nation Home Loan Program. This loan program was introduced in 2021 and provides financing to First Nations members to purchase, renovate or construct single-family homes on First Nations' lands and settled lands.



- In the United States, TD Bank introduced the TD Home Access Mortgage product in 2022, a special purpose credit program offered in certain majority-minority Black and/or Hispanic areas. The product offers eligible borrowers a \$10,000 lender credit that does not require repayment, which can be used for closing costs or toward a down payment on a home purchase. The TD Home Access Mortgage complements our existing suite of affordable mortgage products intended to support more customers and communities across our footprint with lower payments and reduced costs.
- TD Bank continued to focus on serving the lending and homebuyer education needs of Black and Hispanic borrowers in the U.S., including increasing the number of mortgage loan officers hired in diverse communities by over 20% compared to 2021.
- In 2023, TD Bank continued to execute several home lending strategies designed to meet the needs of our diverse customer base. Since 2021, TD Bank has hired 76 new community and mortgage loan officers supporting LMI and minority communities and we further developed the TD Bank Home Lending Group to provide store, phone, and digital channel customers with enhanced support and access to residential lending specialists, increasing coverage in all communities served.
- TD Bank announced a new relationship with CONVERGENCE Philadelphia in 2023, which illustrates our focus on deepening our support of increasing home ownership in communities of color across Philadelphia. The Mortgage Bankers Association (MBA) launched CONVERGENCE Philadelphia, its third city-based pilot program, to promote and increase minority home ownership. The program is led by the MBA and local cohort organizations and three cornerstone partners,⁶⁷ including TD Bank. The multi-year commitment involves the collaboration of local housing leaders, community advocates, and industry stakeholders working together to help close the home

ownership gap for Black, Hispanic and other diverse communities by focusing on the following:

- Outreach and education for potential homebuyers;
 - Bringing awareness to, enhancing and/or creating affordable lending products and programs;
 - Preservation and sustainability to prevent home-ownership loss;
 - Facilitating the creation and rehabilitation of housing supply; and
 - Program research and evaluation.
- The multiyear commitment involves the collaboration of a local network of housing leaders, community advocates, and industry stakeholders working together to help close the home ownership gap for Black and Hispanic communities in the city.
 - In 2023, TD Bank provided both debt and equity to build Old First House, a mixed-use project that will restore and expand a historic 18th century building on the site of a Colonial-era church in Old City, Philadelphia to create 34 apartments for formerly homeless residents. All units will be affordable and provide permanent supportive housing, including rental subsidies for residents and wrap-around services to help vulnerable residents live safely and independently. Developed by a non-profit through a community-driven approach, the project will also include church space and commercial space and will be designed to environmentally efficient Passive House standards.^{68,69}
 - Through TD Helps and our Ready Advice Centre, we have assisted customers in Canada facing financial hardship. In 2023, we made proactive calls to approximately 34,000 households to discuss the impact of interest rate increases and offer financial advice, and we supported 2,740 households through mortgage refinancing, payment deferrals, amortization extensions and interest-only payments.

Through Our Philanthropy⁷⁰

- In 2023, we provided funding to Chez Doris, an organization in Canada offering services and programs to support basic and immediate needs of vulnerable and homeless women, and their collaboration with the Société d'habitation et de développement de Montréal (SHDM), which has built a permanent residence and created 26 affordable studio rental units. With this development, Chez Doris and SHDM aim to provide long-term stable housing for women experiencing unstable housing.
- TD Bank contributed US\$2.5 million to Local Initiatives Support Corporation's (LISC) Non-Profit Preservation Initiative in Philadelphia to address critical housing preservation needs. This contribution will also help preserve neighborhood assets, protect long-term residents and meet community needs for affordable and equitable housing options. The Non-Profit Preservation Initiative will support work with non-profit building owners to preserve and protect 700 publicly assisted affordable housing rental units in neighborhoods across the city, with a priority focus in West Philadelphia and Eastern North Philadelphia. It also focuses on feasibility and predevelopment, organizational business plans, housing stability, eviction prevention and economic mobility. This investment illustrates TD's focus on deepening support for communities of color across Philadelphia.

For more details on these philanthropic examples as well as additional examples of how we support housing access initiatives through our philanthropy, please see the [TD Ready Commitment Report](#).



How We Listen to Stakeholders

This section provides an overview of some of the ESG themes discussed during our engagements with stakeholders in 2023.

	Ways We Interact		Key ESG Themes in 2023		Related ESG Topics ¹
Customers	<ul style="list-style-type: none"> Solicit feedback by phone, in person, email and online, including social media Formal complaint-handling process 	<ul style="list-style-type: none"> Consumer associations Conduct and Ethics Hotline 	<ul style="list-style-type: none"> Responsible products and services Access to products and services 	<ul style="list-style-type: none"> Data privacy Philanthropic giving 	Financial Access and Inclusion, Data Privacy, Sustainable Finance, Climate Change, Community Well-being, Customer Experience
Colleagues	<ul style="list-style-type: none"> Employee surveys, think tanks and focus groups Executive leadership and HR visits Intranet comment engine and online communities Employee resource groups Employee Ombudsman (Between Us) 	<ul style="list-style-type: none"> Employee Complaint Resolution Process, including our Conduct and Ethics Hotline Employee Assistance Program Colleague ESG Resource Centre Career fairs 	<ul style="list-style-type: none"> Improving work processes and tools Compensation and recognition Diversity, equity and inclusion 	<ul style="list-style-type: none"> Career development in a hybrid work environment Colleague well-being, including creating work-life harmony Responsible products and services 	Diversity, Equity and Inclusion; Talent Attraction, Development and Retention; Colleague Health and Well-being; Climate Change; Sustainable Finance
Shareholders and Investors	<ul style="list-style-type: none"> Annual meetings and quarterly earnings calls Shareholder proposals Shareholder Relations phone and email channels Regular meetings with investors 	<ul style="list-style-type: none"> Investor Relations website Industry conferences TD's annual sustainability suite of reports 	<ul style="list-style-type: none"> Executive compensation matters Succession and workforce planning Process to identify E&S risks Social equity and diversity initiatives Rights of Indigenous Peoples Fossil fuel financing Say on Climate Greenhouse gas emissions reduction targets and reporting, and transition plan 	<ul style="list-style-type: none"> Engagement with and monitoring of clients in the power, oil and gas sector on progress on transition efforts Cybersecurity and privacy Anti-money laundering Ethical implications of generative AI Sustainable finance Pathways to Economic Inclusion 	Corporate Governance, Climate Change, Environmental and Social Governance and Risk Management, Diversity, Equity and Inclusion, Human Rights, Sustainable Finance, Financial Access and Inclusion
Governments and Regulators	<ul style="list-style-type: none"> Government Relations and Regulatory Risk teams for Canada and the U.S. Ongoing dialogue with regulators and policy makers 	<ul style="list-style-type: none"> Sustainable Finance Action Council 	<ul style="list-style-type: none"> Working to expand our diversity, equity and inclusion initiatives Participating in government consultation Evolving data and privacy requirements Working to create greater financial literacy 	<ul style="list-style-type: none"> Working with governments to improve cybersecurity measures Collaboration to support the transition to a low-carbon economy 	Diversity, Equity and Inclusion, Data Privacy, Data Security, Financial Access and Inclusion, Climate Change, Sustainable Finance



How We Listen to Stakeholders continued

	Ways We Interact		Key ESG Themes in 2023		Related ESG Topics ¹
Suppliers	<ul style="list-style-type: none"> Website for prospective suppliers Email responses to supplier questions 	<ul style="list-style-type: none"> Conduct and Ethics Hotline 	<ul style="list-style-type: none"> Third-party risk management Education for small and diverse-owned suppliers on doing business with large companies 	<ul style="list-style-type: none"> Carbon emissions reporting from suppliers Focus on high-risk sourcing for environmental, social and ethical issues 	Sourcing, Resource Use, Data Privacy, Data Security
Industry Associations	<ul style="list-style-type: none"> Industry association memberships Memberships in various multi-stakeholder groups 	<ul style="list-style-type: none"> Participation in financial centre bodies 	<ul style="list-style-type: none"> Meeting needs of customers and evolving customer expectations to better understand the digitization of banking Engagement with industry associations in the development of proposed regulations to better plan for changes to the capital markets regimes 	<ul style="list-style-type: none"> Engagement with industry associations to prevent predatory lending Support commentaries responding to consultations on new mandatory disclosure proposals 	Customer Experience, Consumer Protection, Climate Change, Sustainable Finance
Communities	<ul style="list-style-type: none"> Corporate Citizenship team Diversity, Equity and Inclusion team Indigenous Banking, 2SLGBTQ+ and Black Customer Segments teams Retail and Commercial Banking teams Ongoing dialogue with community organizations 	<ul style="list-style-type: none"> The TD Ready Commitment Network TD Friends of the Environment TD Ready Challenge Housing for Everyone competition Financial education initiatives 	<ul style="list-style-type: none"> Economic inequality Disaster support and resilience Experiences of racialized, women and 2SLGBTQ+ communities Progress with truth and reconciliation with Indigenous communities Housing affordability 	<ul style="list-style-type: none"> Priorities under the TD Ready Commitment Financing the transition to a low-carbon economy Access to products and services Fossil fuel financing Increased pressure on the charitable sector due to increased usage 	Financial Access and Inclusion, Community Well-being, Human Rights, Climate Change, Sustainable Finance
Non-Governmental Organizations	<ul style="list-style-type: none"> Letters, meetings and phone calls 	<ul style="list-style-type: none"> Conferences and forums 	<ul style="list-style-type: none"> Financing of oil and gas development Human rights Access to banking 	<ul style="list-style-type: none"> Rights of Indigenous Peoples Sustainable finance Nature and biodiversity 	Climate Change, Environmental and Social Governance and Risk Management, Human Rights, Financial Access and Inclusion, Biodiversity and Land, Sustainable Finance

¹ Identified ESG Topics relate to the key ESG themes shared by stakeholders. ESG Topics were defined as part of the materiality assessment process. For more information, please see Engaging Our Stakeholders and Prioritizing TD's ESG Topics.



2023 Awards and Recognition

ESG Indices

TD recognized as a S&P Global Sustainability Yearbook Member in 2024, as a company within the top 15% of banks globally based on their 2023 S&P Global Corporate Sustainability Assessment scores.

- TD listed on the Dow Jones Sustainability North America Index for the twelfth consecutive year.
- TD Bank received a top score on the 2023 Disability Equality Index for the ninth consecutive year.
- TD Bank and TD Securities U.S. both received scores of 100 on Human Rights Campaign Foundation's 2023-2024 Corporate Equality Index for the 14th and 8th consecutive year in a row, respectively, designating them as recipients of the *Equality 100 Award: Leader in LGBTQ+ Workplace Inclusion* in the United States.

Environmental

TD named one of Canada's Greenest Employers 2023 for the 15th consecutive year by MediaCorp Canada.

- Since 2010, TD has responded to CDP's Climate Change questionnaire and received a score of B for its 2023 submission, demonstrating its long-standing commitment to climate-related transparency and accountability.
- TD certified by Leadership in Energy and Environmental Design (LEED) for over 275 locations that promote energy efficiency, reduced water consumption and renewable power sources.

Governance and Reputation

TD named North America's Best Bank for Corporate Responsibility by Euromoney Awards for Excellence 2023.

- TD Lab in Canada and TD Workshop in the United States named one of World's Best Innovations Labs 2023 by Global Finance.
- TD named Best Consumer Digital Bank in North America for the third consecutive year by Global Finance, driven by six North American regional category wins, including innovation and transformation and online product offerings.
- TD recognized as 'Highest in Customer Satisfaction' with Mobile Banking Apps by J.D. Power in 2023.¹
- TD Bank ranked as the top Small Business Administration (SBA) lender by units in our Maine-to-Florida footprint for the seventh consecutive year and as a top two SBA lender by units nationally.
- TD Cowen named a finalist for Best ESG Research: Bank in the ESG 2024 ESG Investing Awards.²

¹ The Toronto Dominion Bank received the highest score in a tie in the J.D. Power 2023 Canada Banking Mobile App Satisfaction Study which measures customer satisfaction with financial institutions' mobile applications for banking account management. Visit [jdpower.com/awards](https://www.jdpower.com/awards) for more details.

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Social

TD recognized as a certified Great Place to Work® 2023 in Canada and the U.S., as well as named one of the Best Workplaces™ in Financial Services and Insurance for the 7th year in a row, Best Workplaces™ in Canada 2023 for the 18th year in a row and Best Workplaces™ for Women 2023 in Canada by Great Place to Work® in Canada.

- TD named one of Canada's Top 100 Employers 2023 and one of Greater Toronto's Top Employers 2023 for the 16th consecutive year by MediaCorp Canada. TD named one of Canada's Best Diversity Employers 2023 for the 12th consecutive year by MediaCorp Canada.
- TD awarded nine Brandon Hall Group Excellence Awards in 2023, including Best Advance in Competencies and Skill Development, Best Use of Blended Learning and Best Use of Video for Learning.
- TD received The Queen's University IRC Award for Best Learning & Development Strategy, at the 2023 Canadian HR Awards.
- TD received the inaugural Fertility Matters Better Benefits Award by Fertility Matters Canada.
- TD Bank recognized by Fair360 as one of the Top Companies for Diversity in 2023 for the 11th consecutive year, one of the Top Companies for People with Disabilities in 2023, one of the Top Companies for LGBTQ Employees in 2023, one of the Top Companies for Black Executives in 2023 and one of the Top Companies for Employee Resource Groups in 2023.





Endnotes

- 1 Recognizing that there is no standard or universal approach to sustainable finance, we have articulated TD's approach through our Sustainable Finance Strategy and have published a [methodology](#) setting out how we determine which business activities count toward our Sustainable & Decarbonization Finance Target. The GHG emissions impact of our business activities that are eligible towards the Target cannot, however, be reliably measured at this time.
- 2 Throughout this report, we typically use the term "sustainability" when referring to the Bank's strategy (or aspects of the Bank's strategy) for managing environmental and social risks and opportunities. We continue to use the term "ESG" as a framework and where we believe a focus on distinct but related "environmental," "social" and "governance" matters would be useful to stakeholders in understanding the Bank's activities in this area.
- 3 TD Stories. June 7, 2023. Everything You Need to Know About TD Clear – A Credit Card with the Customer in Mind. [online] Available at: <https://stories.td.com/us/en/article/everything-you-need-to-know-about-td-clear-a-credit-card-with-the-customer-in-mind>
- 4 Throughout this report, we typically use the term "sustainability" when referring to the Bank's strategy (or aspects of the Bank's strategy) for managing environmental and social risks and opportunities. We continue to use the term "ESG" as a framework and where we believe a focus on distinct but related "environmental," "social" and "governance" matters would be useful to stakeholders in understanding the Bank's activities in these areas.
- 5 Except as otherwise expressly provided, the terms "material" and "materiality", as used in the context of ESG reporting by TD, are not equivalent to similar terms used for securities law or other regulatory purposes and should not be read as rising to the level of materiality of disclosure required in our securities law filings.
- 6 The Bank's representation goals are aspirational. All nomination, appointment, hiring and other employment decisions are made on a non-discriminatory basis, consistent with applicable laws.
- 7 Based on self-identification data collected in accordance with the *Employment Equity Act* (Canada).
- 8 Self-reported by colleagues.
- 9 The review provides one of several inputs into the overall risk assessment process for a transaction.
- 10 Get Cyber Safe. March 19, 2020. What are the most common forms of phishing? Government of Canada. [online] Available at: <https://www.getcybersafe.gc.ca/en/blogs/what-are-most-common-forms-phishing>
- 11 Each year the SCCO publishes an [Annual Report](#), which is used as an opportunity to support our customers by including helpful tips by sharing case studies and observations.
- 12 TD Tech Day is an annual event showcasing the Bank's innovation, technology and modernization story. This year's theme was inclusive innovation and highlighted how TD is working to deliver technology and innovation to help drive inclusion for our colleagues, customers and communities. More information can be found on the [media release](#). For additional information on innovation at TD, visit the [TD Invent](#) website.
- 13 See the TD Tech Day [media release](#) for examples of some of the experiences launched in 2023.
- 14 Recognizing that there is no standard or universal approach to sustainable finance, we have articulated TD's approach through our Sustainable Finance Strategy and have published a methodology setting out how we determine which business activities count toward our Sustainable & Decarbonization Finance Target. The GHG emissions impact of our business activities that are eligible towards the Target cannot, however, be reliably measured at this time.
- 15 SLLs are designed to incentivize companies to achieve certain specified sustainability performance targets (SPTs) associated with defined key performance indicators (KPIs). The emissions impact of an SLL will vary depending on a number of variables, including the chosen KPIs, the scope of the KPIs, the associated SPTs, and other activities of the borrower.
- 16 Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for further details on how these business activities are defined and how the progress toward the target was calculated.
- 17 Information and specifications of projects have been provided and/or confirmed by the applicable borrower.
- 18 This figure is estimated using TD's apportioned value of the total renewable energy nameplate capacity from eligible equity capital markets, lending and advisory activities where information is available. For eligible transactions where TD advised on the purchase or sale of the facility, 100% of the transaction value/nameplate capacity is apportioned to TD.
- 19 This figure is estimated using TD's apportioned value of the total affordable housing units from eligible lending activities where information is available.
- 20 For more information please refer to page 31 of the Pacific Northwest National Laboratory's report Re-Assessing Green Building Performance: A Post Occupancy Evaluation of 22 GSA Buildings, https://www.pnnl.gov/main/publications/external/technical_reports/PNNL-19369.pdf
- 21 For more information please refer to the U.S. Department of Energy, https://afdc.energy.gov/vehicles/electric_emissions.html
- 22 Department of Finance Canada. Sustainable Finance Action Council. Government of Canada. [online] Available at: <https://www.canada.ca/en/department-finance/programs/financial-sector-policy/sustainable-finance/sustainable-finance-action-council.html>
- 23 © 2023, COWEN INC., ALL RIGHTS RESERVED. Cowen Inc. and its affiliates are wholly-owned, indirect subsidiaries of the Toronto-Dominion Bank. COWEN AND COMPANY, LLC: MEMBER [FINRA](#), [NYSE](#), [NFA](#) AND [SIPC](#)
- 24 The enterprises were certified as MWVBEs by certification programs of the U.S. Department of Veterans Affairs, the State of New Jersey and the New York & New Jersey Minority Supplier Development Council, as applicable.
- 25 Funding specifically designated for projects in relation to COVID-19 outbreak.
- 26 This target includes bonds based on Bloomberg's designation as green, social and/or sustainability bonds.
- 27 Future balances may fluctuate due to many factors, including market investment opportunities and changes in portfolio size, bond maturities and foreign exchange rates. There is overlap between these fiscal 2023 bond holdings and the Treasury Investments included in the fiscal 2023 progress toward TD's \$500 billion Sustainable & Decarbonization Finance Target. In subsequent years, eligible bond purchases will be counted toward the Target in the fiscal year in which they are purchased.
- 28 Future balances may fluctuate due to many factors, including market investment opportunities, changes in portfolio size, bond maturities and foreign exchange rates.
- 29 Reflects the cumulative value of TD Securities commitments to sustainability-linked loan facilities and the apportioned value of lead-managed green, social, sustainability, and sustainability-linked bonds underwritten by TD Securities since 2010. Fiscal year 2023 data reflects values eligible under TD's Sustainable and Decarbonization Finance Target Methodology.
- 30 SLLs are designed to incentivize companies to achieve certain specified sustainability performance targets (SPTs) associated with defined key performance indicators (KPIs). The emissions impact of an SLL will vary depending on a number of variables, including the chosen KPIs, the scope of the KPIs, the associated SPTs, and other activities of the borrower.
- 31 Information and specifications have been provided by the client noted.



Endnotes continued

- 32 Principles for Responsible Investment. What are the Principles for Responsible Investment? [Online] Available at: <https://www.unpri.org/about-us/what-are-the-principles-for-responsible-investment>
- 33 Certain fund products do not integrate ESG factors, including but not limited to index funds and certain third-party sub-advised funds.
- 34 Stewardship activities do not form part of the investment strategy of any TDAM fund.
- 35 The following disclaimer is included at the request of MSCI: The MSCI ESG Quality Rating measures the ability of underlying holdings to manage key medium-to long-term risks and opportunities arising from environmental, social, and governance factors. The MSCI ESG Quality Rating is calculated using the fund weighted average ESG score adjusted for ESG rating trends and laggards. Certain information contained herein (the "Information") is sourced from/copyright of MSCI Inc., MSCI ESG Research LLC, or their affiliates ("MSCI"), or information providers (together the "MSCI Parties") and may have been used to calculate scores, signals, or other indicators. The Information is for internal use only and may not be reproduced or disseminated in whole or part without prior written permission. The Information may not be used for, nor does it constitute, an offer to buy or sell, or a promotion or recommendation of, any security, financial instrument or product, trading strategy, or index, nor should it be taken as an indication or guarantee of any future performance. Some funds may be based on or linked to MSCI indexes, and MSCI may be compensated based on the fund's assets under management or other measures. MSCI has established an information barrier between index research and certain Information. None of the Information in and of itself can be used to determine which securities to buy or sell or when to buy or sell them. The Information is provided "as is" and the user assumes the entire risk of any use it may make or permit to be made of the Information. No MSCI Party warrants or guarantees the originality, accuracy and/ or completeness of the Information and each expressly disclaims all express or implied warranties. No MSCI Party shall have any liability for any errors or omissions in connection with any Information herein, or any liability for any direct, indirect, special, punitive, consequential or any other damages (including lost profits) even if notified of the possibility of such damages.
- 36 Holdorf, D. et al. June 23, 2021. What is 'nature positive' and why is it the key to our future? [online] Available at: <https://www.weforum.org/agenda/2021/06/what-is-nature-positive-and-why-is-it-the-key-to-our-future/>
- 37 Government of Canada. September 8, 2023. Canada's record-breaking wildfires in 2023: A fiery wake-up call. Available at: <https://natural-resources.canada.ca/simply-science/canadas-record-breaking-wildfires-2023-fiery-wake-call/25303>
- 38 January 8, 2024. Severe Weather in 2023 Caused Over \$3.1 Billion in Insured Damage. Insurance Bureau of Canada. [online] Available at: <https://www.ibc.ca/news-insights/news/severe-weather-in-2023-caused-over-3-1-billion-in-insured-damage>
- 39 Office of the Parliamentary Budget Officer. 2022. Global greenhouse gas emissions and Canadian GDP. [online] Available at: <https://distribution-a617274656661637473.pbo-dpb.ca/bbc2846795c541eddc656e484a15e7ecd91bd0aff45196f231523d8c5c9aafe4>
- 40 Network for Greening the Financial System. March 24, 2022. Statement on Nature-Related Financial Risks. [online] Available at: https://www.ngfs.net/sites/default/files/medias/documents/statement_on_nature_related_financial_risks_-_final.pdf
- 41 Some of the data is assured annually. For more information, see our [2023 Assurance Report for Sustainability Metrics](#).
- 42 See p. 44 of our 2022 ESG report for a timeline of our approach in action.
- 43 Government of Canada. May 15, 2023. Canada's 2030 National Biodiversity Strategy. [online] Available at: <https://www.canada.ca/en/environment-climate-change/services/biodiversity/national-biodiversity-strategy.html>
- 44 Information and specifications have been provided and/or confirmed by the applicable organization.
- 45 For the purpose of this goal, executive appointments include roles titled Vice President and above, and "minority" means non-Caucasian in race or non-white in colour, other than an Indigenous person.
- 46 Small business loans are defined consistent with the Community Reinvestment Act ("CRA") regulations in effect at the time of loan origination.
- 47 As defined in CRA regulations, low-income community means there is a median family income of less than 50% of the area median income. A moderate-income community means that the median family income is at least 50% and less than 80% of the area median income.
- 48 This target represents the cumulative amount of new financing and refinancing activities over three years, from January 1, 2024, to December 31, 2026. A portion of this target is also eligible for the \$500 billion Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.
- 49 Includes loans and other credit facilities (including all Small Business Banking credit products such as loans, line of credit, overdraft protection and loans with government or Crown Corporation guarantees) to businesses where the credit amount is approximately \$1.5 million or less. The target represents the cumulative amount of new financing and refinancing activities over eight years, from November 1, 2022, to October 31, 2030. Progress toward this target does not contribute to the Sustainable & Decarbonization Finance Target, and there are differences in inclusion criteria and associated measurement between this target and the Sustainable & Decarbonization Finance Target.
- 50 Participants include customers and community members who take part in or receive information through sessions or programs in Canada and/or the US that aim to improve their financial knowledge. "TD-led" initiatives include activities facilitated or delivered directly by TD. "TD-supported" initiatives include programs facilitated by or with charitable organizations that are both partially and fully funded by TD. Due to data and practical limitations, participants may be counted toward this target where they attend only part of a session or program. In addition, the number of participants reported may not reflect unique participants, as participants might engage with multiple programs. Prior to 2021, TD had a target for TD-supported financial education, which has now been broadened and recalibrated to reflect our current approach and ambition.
- 51 Includes the activities outlined in the "Affordable and Community Housing" category of the Sustainable & Decarbonization Finance Target, with the exception of residential real estate purchases. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details. This \$12 billion affordable housing financing target covers key business activities of the Bank, including lending, financing, underwriting and advisory services. The target represents the cumulative amount of new financing and refinancing activities over eight years, from November 1, 2022, to October 31, 2030. Progress toward this target is also counted toward the Sustainable & Decarbonization Finance Target and is reported for activities in both Canada and the U.S.
- 52 The \$1.97 billion in progress toward the affordable housing financing target also counts toward the total 2023 \$69.5 billion Sustainable & Decarbonization Finance Target "Affordable and Community Housing" contribution.
- 53 The term "minority," for the purpose of this target, means Black or African American, Hispanic, Asian, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander.
- 54 Includes, within the TD Bank N.A.'s facility-based assessment areas, TD-originated residential mortgage loans to minority borrowers, borrowers residing in majority-minority census tracts, LMI borrowers, and borrowers residing in LMI census tracts, and TD-purchased residential mortgage loans to LMI borrowers and borrowers residing in LMI census tracts. The target represents the cumulative amount of TD-originated mortgage loans and TD-purchased residential mortgage loans over three years, from January 1, 2024, to December 31, 2026. A portion of the target is eligible for the Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.



Endnotes continued

- 55 The Bank monitors and assesses legal, policy, regulatory, economic, technological and stakeholder developments regarding social matters and how these developments may affect its social metrics, targets and goals. For example, as market guidelines, frameworks, standards, and principles evolve, the activities eligible for inclusion toward the stated targets or goals may change, and TD may amend or revise its targets or goals, its inclusion criteria, or its progress towards its targets or goals. Please see the [Caution Regarding Forward-Looking Statements](#) for further information about the assumptions, risks and uncertainties associated with these targets and goals.
- 56 Willige, A. September 27, 2021. The rise of the 'belief-driven' employee. World Economic Forum. [online] Available at: <https://www.weforum.org/agenda/2021/09/corporate-values-employee-motivation-employee-activism/>
- 57 For more information about innovation at TD, visit the TD Invent website.
- 58 As logged by TD colleagues on the TD Ready Commitment Network.
- 59 Visible minorities/minorities include employees of colour who are non-Black and those individuals not from Indigenous communities.
- 60 For more information about innovation at TD, visit the TD Invent website.
- 61 Fowler, H.S., Pakula, B. May 2021. Barriers to employment and training for equity-seeking groups. Final report. SDRC. [online] Available at: <https://srdc.org/wp-content/uploads/2022/07/training-barriers-for-equity-seeking-groups-final-report.pdf>

- 62 For information on this program, see the TD Scholarship for Indigenous Peoples [website](#).
- 63 To be eligible for the TD Supplier Diversity Program, a supplier must be certified by a diversity certification council to demonstrate that they are 51% diverse- or minority-owned and operated.
- 64 For more information about innovation at TD, visit the TD Invent website.
- 65 June 7, 2023. Everything you need to know about TD Clear – a credit card with the customer in mind. TD Stories [online] Available at: <https://stories.td.com/us/en/article/everything-you-need-to-know-about-td-clear-a-credit-card-with-the-customer-in-mind>
- 66 TD's Black Customer Experience Strategy was launched in 2021.
- 67 March 15, 2023. MBA Launches CONVERGENCE Philadelphia. [online] Available at: <https://www.mba.org/news-and-research/newsroom/news/2023/03/15/mba-launches-convergence-philadelphia>
- 68 For more information about Passive House standards, please visit their website.
- 69 Information and specifications have been provided and/or confirmed by the applicable organization.
- 70 Ibid.



Acronyms

2SLGBTQ+	Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Plus
AI	artificial intelligence
AML	anti-money laundering
API	application programming interface
ASL	American Sign Language
ATF	anti-terrorist financing
ATM	automated teller machine
AVP	Associate Vice President
CAGR	compound annual growth rate
CAMSC	Canadian Aboriginal and Minority Supplier Council
CCG	Community Capital Group
CDFIs	Community Development Financial Institutions
CELC	Circular Economy Leadership Canada
CEO	Chief Executive Officer
CGC	Corporate Governance Committee
CMHC	Canadian Mortgage and Housing Corporation
COP16	16th Conference of Parties
CRI	Cyber Risk Institute
CSA	Canadian Securities Administrator
CUNY	City University of New York
DEI	diversity, equity and inclusion
E&S	environmental and social
ECO	ESG Central Office
EP	Equator Principles
ERF	Enterprise Risk Framework
ESG	environmental, social and governance
ESG COE	ESG Centre of Expertise
EVP	Executive Vice President
EVs	electric vehicles
EWf	Executive Women's Forum
EY	Ernst & Young LLP
FDIC	Federal Deposit Insurance Corporation
FDX	Financial Data Exchange

FHSA	First Home Savings Account
GHG	greenhouse gases
GICs	Guaranteed Investment Certificates
GRI	Global Reporting Initiative
GSSS	green, social, sustainable, and sustainability-linked
HEVs	hybrid electric vehicles
IFRS	International Financial Reporting Standards
ISSB	International Sustainability Standards Board
IT	information technology
LEAD	Leadership, Engagement, Achievement, Development
LEED	Leadership in Energy and Environmental Design
LEI	Legendary Experience Index
LISC	Local Initiatives Support Corporation
LMI	low- and moderate-income
LSQ	Quebec Sign Language
MBA	Mortgage Bankers Association
MDI	Minority Depository Institution
MFT	Maine Farmland Trust
MLI	mortgage loan insurance
MSCI	Morgan Stanley Capital International
MWVBES	minority-, women- and veteran-owned business enterprises
NIST	National Institute of Standards and Technology
NY JCC	New York Jobs CEO Council
OCC	Office of the Comptroller of Currency
OSFI	Office of the Superintendent of Financial Institutions, Bank of Canada
PVC	polyvinyl chloride
RAS	Risk Appetite Statement
REA	racial equity assessment
SASB	Sustainability Accounting Standards Board
SCCO	Senior Customer Complaints Office
SET	Senior Executive Team
SFAC	Sustainable Finance Action Council
SFEC	Sustainable Finance Executive Council



Acronyms continued

SHDM	Société d'habitation et de développement de Montréal
SLLs	sustainability-linked loans
SSBIC	Special Small Business Investment Company
SVP	Senior Vice President
TD CMG	TD Commercial Mortgage Group
TD NREG	TD National Real Estate Group
TD RESL	Real Estate Secured Lending
TD SAFE	TD Security Awareness for Everyone
TDAM	TD Asset Management

TDI	TD Insurance
TNFD	Task Force on Nature-related Disclosures
UDAAP	unfair, deceptive or abusive acts or practices
UN	United Nations
UN PRI	UN Principles for Responsible Investment
UNEP FI	United Nations Environment Programme Finance Initiative
UNEP FI PSI	UNEP FI Principles for Sustainable Insurance
VP	Vice President
VR	virtual reality



Caution Regarding Forward-Looking Statements

From time to time, The Toronto-Dominion Bank and its subsidiaries, collectively known as TD Bank Group (“TD” or “the Bank”), make written and/or oral forward-looking statements, including in this document, in other 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 regarding the Bank’s economic and sustainability (environmental, decarbonization and social)-related objectives, vision, commitments, goals, metrics and targets, including the Bank’s net-zero and greenhouse gas (GHG) emissions reduction targets, its position on thermal coal, its Sustainable & Decarbonization Finance Target, its goals and targets pursuant to the Bank’s social framework *TD Pathways to Economic Inclusion*, and its other sustainability-related goals. 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 stakeholders in understanding the Bank’s vision, objectives, metrics and targets as well as its economic and sustainability-related objectives and impacts and may not be appropriate for other purposes.

Forward-looking statements can be identified by words such as “anticipate”, “believe”, “could”, “estimate”, “expect”, “forecast”, “goal”, “intend”, “may”, “outlook”, “plan”, “possible”, “potential”, “predict”, “project”, “should”, “target”, “will”, and “would” and similar expressions or variations thereof, or the negative thereof, but these terms are not the exclusive means of identifying such statements.

By their very nature, 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. In particular, because of the limitations and uncertainties inherent in climate science, risk analysis and reporting, the Bank has relied upon various market practices, taxonomies, methodologies, criteria and standards, and made reasonable approximations and assumptions, in establishing its sustainability-related goals. However, there are many factors that the Bank may not foresee or be able to accurately predict which may impact the Bank’s ability to achieve its sustainability-related goals or otherwise achieve the results anticipated by such forward-looking statements. Those factors include the absence of a standardized taxonomy regarding sustainability-related terms (including in meaning and scope), the absence of standardized methodologies for classifying sustainability-related activities or for evaluating their impact, the availability of comprehensive and high-quality data (including from the Bank’s clients on whom the Bank may be required to rely for information), the assumptions underlying third-party decarbonization scenarios, economic trends (including changes in interest rates), fluctuations in the Bank’s clients’ enterprise values, the applicable domestic and international regulatory regimes, the need for active and continuing participation of stakeholders (including enterprises, financial institutions and governmental and non-governmental organizations), the development and deployment of new technologies and production methods, border measures, and the availability of sector-specific solutions, among other unforeseen events or conditions. Additional information regarding the assumptions, risks and uncertainties underlying the Bank’s forward-looking statements can be found in the “Risk Factors and Management”

section of the Bank’s 2023 Management’s Discussion and Analysis, as may be updated in subsequently filed quarterly reports to shareholders, which may be found on www.td.com. These and other factors may cause actual results to differ materially from the Bank’s expectations and may result in the Bank modifying its forward-looking statements, including its sustainability-related goals.

All such factors, as well as other uncertainties and potential events, and the inherent uncertainty of forward-looking statements, should be considered carefully when making decisions with respect to the Bank. The Bank cautions readers not to place undue reliance on the Bank’s forward-looking statements.

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 by law.

Additional Caution Regarding Sustainability-Related Disclosures

The Bank also cautions readers of the following regarding the sustainability-related disclosures included in this document:

- The terms “sustainability”, “sustainable investing”, “sustainable finance”, “ESG”, “carbon neutral”, “decarbonization”, “net-zero” and similar terms, taxonomies, methodologies, criteria and standards are evolving in terms of both meaning and scope. As a result, the Bank’s use of such terms may vary over time to reflect such evolution. Any references to such terms in this document are intended as references to the internally defined criteria of the Bank and not to any jurisdiction-specific regulatory definition or voluntary standard that may exist.
- The Bank has assumed continued growth in its clients’ investments in and expenditures on sustainability activities (including environmental, decarbonization and social activities) in light of regulatory, policy, economic, technological, climatic and other trends. The Bank has also assumed ordinary rates of growth and development of the Bank’s business, including in its lending, financing, underwriting and advisory services, in its own investments, in all sectors, in its ownership and control of subsidiaries and in its geographic footprint (including through relocations, mergers, acquisitions, or dispositions). If any of these assumptions prove incorrect, it could have a material effect on the Bank’s sustainability-related goals and the Bank’s ability to meet them.
- There could be changes to the market practices, taxonomies, methodologies, criteria and standards that regulators, non-governmental bodies, the financial sector, civil society, the Bank and its clients use to classify, measure, determine the eligibility of, report on and verify financial transactions and environmental, decarbonization and social activities for inclusion toward the Bank’s sustainability-related goals, or to evaluate the impact of such activities. And in some cases, these market practices, taxonomies, methodologies, criteria and standards may not yet exist. The Bank may update its sustainability-related goals, its progress toward those goals, and the eligibility of certain transactions and activities, as appropriate, in light of new and evolving market practices, taxonomies, methodologies, criteria and standards.



Caution Regarding Forward-Looking Statements continued

- In making and implementing its sustainability-related goals, the Bank must rely on data obtained from clients and other third-party sources. The Bank's use of third-party data must not be taken as an endorsement of the third-party or its data or be construed as granting any form of intellectual property. Although the Bank believes these sources are reliable, the Bank has not independently verified any third-party data, or assessed the assumptions underlying such data, and cannot guarantee the accuracy of such third-party data or assumptions. The data used by the Bank in connection with its sustainability-related goals, including to evaluate clients' intended use of capital, may be limited in quality, unavailable, or inconsistent across sectors. Certain third-party data may also change over time as market practices, taxonomies, methodologies, criteria and standards evolve. These factors and related uncertainties could have a material effect on the Bank's sustainability-related goals and the Bank's ability to meet them.
- The Bank and its clients may need to or elect to purchase carbon and clean energy instruments, including carbon offset and removal credits and renewable energy credits, to meet sustainability-related goals. The market for these instruments is still developing and their availability may be limited. Some of these instruments are also subject to the risk of invalidation or reversal, and the Bank provides no assurance of the treatment of any such instruments in the future. There may also be changes to applicable regulations and standards that impact the market for carbon and clean energy instruments. The maturity, liquidity and economics of this market may make it more difficult for the Bank to achieve its sustainability-related goals.
- Except as otherwise noted, the information contained in this document is unaudited. Ernst & Young LLP ("EY") has performed a limited assurance engagement for a select number of the Bank's sustainability performance indicators, as set out in EY's [2023 Assurance Report for Sustainability Metrics](#), and a reasonable assurance engagement for the Bank's use of net proceeds from its 2021 Green Bond issuance, as set out in EY's [2023 Assurance Report for TD Green Bond \(2021\) Issuance – Use of Proceeds](#). The remainder of the information contained in this document was not subject to any assurance engagement. You can read more about the scope of EY's work in the Assurance Reports hyperlinked above.

Additional Disclaimers

This document is intended to provide information from a different perspective and in more detail than is required to be included in mandatory securities filings, and the information contained herein should not be read as necessarily rising to the level of materiality of disclosure required in our securities law filings.

This document should not be used as a basis for trading in securities of the Bank or for any other investment decision. This document is not intended to constitute financial, legal, tax, investment, professional or expert advice. No representation or warranty, express or implied, is or will be made in relation to the accuracy, reliability or completeness of the information contained in this document.

This document may provide addresses of, or contain hyperlinks to, websites that are not owned or controlled by the Bank. Each such address or hyperlink is provided solely for the recipient's convenience, and the content of linked third-party websites is not in any way included or incorporated by reference into this document. The Bank takes no responsibility for such websites or their content, or for any loss or damage that may arise from their use. If you decide to access any of the third-party websites linked to this document, you do so at your own risk and subject to the terms and conditions of such websites.



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Symbol Key

- Supporting content (external links)
- Facts and figures for which EY provided a limited level of assurance
- Facts and figures for which LBG assessed our data and calculated our corporate giving based on their methodology
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Governance Performance

Corporate Governance and Integrity

TD's Board of Directors

	Goal ¹	2023	2022	2021
Number of independent Board members	n/a	15	15	14
Percentage of independent Directors ²	Substantial majority	94%	94%	93%
Average annual Board attendance	At least 75%	99%	98%	99%
Average Board tenure (in years)	n/a	7	7	8
Percentage of women Directors	At least 30%–40% of the Board's Directors	✓ 44%	✓ 44%	40%
Percentage of visible minority Directors	n/a	19%	25%	13%
Percentage of Directors that voluntarily self-identified as a visible minority, an Indigenous person, 2SLGBTQ+ or a person with a disability ³	n/a	56%	44%	33%
Number of Board members identified with having corporate responsibility for environmental and social matters with a key area of expertise and experience	n/a	10	10	9

¹ The Bank's representation goals are aspirational. All nomination, appointment, hiring and other employment decisions are made on a non-discriminatory basis, consistent with applicable laws.

² TD's Board of Directors has 16 members in total; Bharat Masrani is not independent because of his role as Group President and Chief Executive Officer of the Bank.

³ "Visible minority" is defined as non-Caucasian in race or non-white in colour, other than an Indigenous person. "Indigenous person" is defined as First Nations, Inuit, Métis, American Indian, Alaska Native, Native Hawaiian or other. "2SLGBTQ+" is defined as a member of the Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit, or Plus community. "Person with a disability" is defined as a person having a long-term or recurring visible or invisible physical, mental, sensory, psychiatric or learning impairment, including impairment relating from or related to hearing, seeing, vocal, mobility, agility, pain, neurological, memory, development, psychological or addiction.

Responsible Conduct

	2023	2022	2021
Percentage of eligible employees who completed the Code of Conduct and Ethics training ¹	100%	100%	100%
Percentage of eligible employees who completed anti-money laundering training ²	99.9%	99.9%	99.8%

¹ Completion rates for Code of Conduct and Ethics training are based on the applicable definitions of eligible and exempt employees pursuant to the Code of Conduct and Ethics.

² Completion rates for AML training are based on the applicable definitions of eligible and exempt employees pursuant to our internal policies.



Employee Training Hours Related to Human Rights

	2023	2022	2021
Total number of employee training hours related to human rights ¹	260,747	199,044	526,890 ²

- ¹ Courses cover topics such as TD's Code of Conduct and Ethics, diversity and inclusion, fair banking and serving customers with disabilities.
² 2021 results are higher than results in 2022 and 2023, primarily due to the addition of new training programs and one-time training programs.

Total Compensation¹ (Adjusted) For Women Relative to Men

Position Group – Canada ²	2023	2022	2021
Executive ³	97%	98%	98%
Management and experienced professionals ⁴	98%	98%	98%
Supervisory and professionals ⁵	100%	100%	100%
Admin and operations ⁶	100%	100%	100%
Overall	99%	99%	99%

- ¹ "Total Compensation" includes base salary, short-term incentives, and long-term incentives (where applicable). It includes cash and equity (value at grant date) incentive. Data is as at June 1, 2023.
² This comparison includes full-time, part-time and casual employees in Canada, excluding temporary workers, Senior Executive Team members and employees that have commission-based compensation arrangements.
³ "Executive" includes all executive levels (E01 and above), excluding Senior Executive Team members.
⁴ "Management and experienced professionals" includes levels 9 to 11.
⁵ "Supervisory and professionals" includes levels 7 and level 8.
⁶ "Admin and operations" includes level 6 and below.

Taxes Borne by TD Bank Group (in millions)

	2023	2022	2021
Income taxes ¹	\$3,168	\$3,986	\$3,621
Payroll taxes for employees in the jurisdictions that TD operates	\$853	\$722	\$635
Transaction and sales taxes	\$719	\$625	\$535
Capital and insurance premium taxes	\$222	\$214	\$201
Property and business taxes	\$236	\$232	\$253
Total	\$5,198	\$5,779	\$5,245
Effective income tax rate – reported ¹	24.2%	19.5%	21.1%
Effective total tax rate ²	34.4%	26.0%	28.0%

- ¹ The Bank's reported effective income tax rate was 24.2% for 2023, compared with 19.5% in 2022. The year-over-year increase primarily reflects the implementation of the Canada Recovery Dividend and the 1.5% Canadian federal tax rate increase beginning in 2022, the impact of the terminated First Horizon transaction, and favourable tax impacts in the prior year associated with the sale of Schwab shares, earnings mix and the recognition of unused tax losses.
² The effective total tax rate is calculated as total taxes dividend by net income before taxes, payroll taxes, transaction and sales taxes, capital and insurance premium taxes, and property and business taxes.

+ For more information regarding the Bank's effective income tax rate, including a reconciliation of the Bank's effective income tax rate with the Canadian statutory income tax rates, see p. 30 of [TD's 2023 Annual Report](#).



E&S Risk Management in Lending

E&S Risk Review

	2023	2022	2021
Percentage of applicable non-retail transactions escalated to ESG Risk Management, including those falling within the scope of the Equator Principles, that are reviewed pursuant to TD's E&S Risk Policy	100%	100%	100%

+ For additional information, see the [Environmental and Social Risk Process](#).

Equator Principles

Progress on goal		
Target	Progress	2023 Result
100% of transactions in-scope for the Equator Principles that are escalated to ESG Risk Management are reviewed pursuant of the Equator Principles	Met	100% of applicable project finance transactions were reviewed pursuant to the Equator Principles

TD's Equator Principles Reporting

In 2023¹, TD completed 6 Equator Principles transactions. The number and categorization of EP deals undertaken this year are similar to those reported in previous years.

Project Finance Advisory Services¹

Total number that reached financial close in the 2023 reporting period: 0

Project-Related Refinance and Acquisition for Project Finance¹

Total number that reached financial close in the 2023 reporting period: 0

Project Finance Transactions¹

Total number that reached financial close in the 2023 reporting period: 4

Project Finance	Category A ²	Category B ²	Category C ²
Sector			
Mining			
Infrastructure	1		1
Oil & Gas			
Power		1	
Others		1	
Region			
Americas	1	2	1
Europe, Middle East & Africa			
Asia Pacific			
Country Designation			
Designated	1	2	1
Non-Designated			
Independent Review			
Yes	1	2	1
No			
Total	1	2	1

¹ The reporting period is calendar year 2023 (January – December, 2023).

² For definitions of Category A, B and C, see p. 8 of [Equator Principles: EP4 July 2020](#).



Project-Related Corporate Loans¹

Total number that reached financial close in the 2023 reporting period: 2

	Category A ²	Category B ²	Category C ²
Sector			
Mining			
Infrastructure		1	
Oil & Gas	1		
Power			
Others			
Region			
Americas	1	1	
Europe, Middle East & Africa			
Asia Pacific			
Country Designation			
Designated	1	1	
Non-Designated			
Independent Review			
Yes	1	1	
No			
Total	1	1	0

¹ The reporting period is calendar year 2023 (January – December, 2023).

² For definitions of Category A, B and C, see p. 8 of [Equator Principles: EP4 July 2020](#).

Data Security and Privacy

Privacy

	2023	2022	2021
Number of complaints against the Bank determined by the Office of the Privacy Commissioner of Canada (OPCC) to be “well-founded” ¹	0	1 ²	0
Regulatory privacy findings against the Bank in the U.S., Europe or Asia-Pacific ³	0	0	0
Percentage of eligible employees who completed Privacy training ⁴	99.9%	99.9%	99.9%

¹ “Well-founded” is a term used by the OPCC to refer to complaints where the OPCC has determined that an institution or organization has contravened a provision of the *Privacy Act* (Canada) or the *Personal Information Protection and Electronic Documents Act* (Canada) (PIPEDA). This figure excludes complaints that are: (i) “well-founded and resolved” (a term used by the OPCC to refer to complaints where the OPCC has determined that the institution or organization has contravened a provision of the *Privacy Act* or PIPEDA but has since taken corrective measures to resolve the issue to the satisfaction of the OPCC); or (ii) “well-founded and conditionally resolved” (a term used by the OPCC to refer to complaints where the OPCC has determined that the institution or organization has contravened a provision of the *Privacy Act* or PIPEDA and the organization has committed to implementing satisfactory corrective actions as agreed to by the OPCC). We include this metric in our Sustainability Report pursuant to the voluntary Global Reporting Initiative (GRI) Standards. This figure does not include complaints made to other regulators against the Bank or its subsidiaries in the other jurisdictions in which they operate.

² Relates to a privacy complaint involving one complainant.

³ For the purpose of this metric, a “regulatory privacy finding against the Bank in the U.S., Europe or Asia-Pacific” means any enforcement taken due to violations of privacy laws, rules or regulations; final orders; or conditions imposed in writing.

⁴ Completion rates for Privacy training are based on the applicable definitions of eligible and exempt employees pursuant to our internal policies.

Customer Experience

Legendary Customer Experience

Progress on goal				
Objective	2023 Target	Progress	2023 Result	2024 Target ¹
Deliver legendary customer service – Legendary Experience Index (TD Composite Score) ²	70.76	Met	✅ 73.23	72.61

¹ As LEI programs continue to evolve, we have embraced the best practices of updating our methodology annually to incorporate new changes and ensure that LEI remains current. Key 2024 changes include weighting changes for TD Bank Group, TD AMCB, TD Insurance, TD Wealth and TD Business Banking and the survey appearance was updated. Additionally, there were some changes in LEI programs, one TD Canada Trust Phone LEI program was decommissioned while others were added to TD Wealth Direct Investing Digital and TD Life & Health Insurance. TDCT Branch and TD AMCB Phone made small adjustments to their LEI sample files to reflect the business changes.

² LEI is calculated by a third party based on independent customer experience surveys shared regularly with customers of the following segments: TD Canada Trust, TD Bank, TD Wealth, TD Insurance and TD Business Bank. The surveys ask customers to respond on a 10-point scale to indicate the extent to which they perceive their recent experience with TD to have been exceptional (70% weight) and, based on that experience, how likely they would be to do additional business with TD should they have financial needs in the future (30% weight). The percent of top-two box scores (i.e., 9 or 10) for each question are multiplied by their respective weightings and added together to calculate LEI. The results are compiled from the bottom up to create the Composite LEI score for each segment. The TD Bank Group Composite LEI score is calculated by totaling the Composite LEI scores for each segment after a weighting has been applied. The weight of each segment is based on their contribution to net income after tax for the previous 4 fiscal years.



Customer Complaint Resolution

Canada	2023	2022	2021
Number of problems referred to Canadian Personal Banking Customer Care ¹	46,518	33,334	19,694
Number of complaints requiring investigation by the TD Senior Customer Complaints Office ¹	4,093	2,348	1,603
Percentage of complaints closed by the TD Senior Customer Complaints Office within 40 days ²	82%	—	—
Percentage of complaints closed by the TD Senior Customer Complaints Office within 90 days ²	99%	96% ³	89%
Complaints investigated by the OBSI ⁴ and ADR Chambers Banking Ombuds Office ⁵	523⁶	261	243
Percentage of complaints investigated by the OBSI ⁴ and ADR Chambers Banking Ombuds Office ⁵ where the resolution differed from the TD Senior Customer Complaints Office	4%	3%	5%
U.S.			
Total number of complaints referred to the Chairman's Service Center ⁷	383,815	40,194	23,901
Percentage of escalated customer complaints resolved by the Chairman's Service Center within designated service level agreements ⁸	87%	90%	98%

¹ In 2022 and 2023, we experienced an increase in recorded complaints due to the introduction of Canada's Financial Consumer Protection Framework, which came into effect June 30, 2022 and requires tracking of customer complaints at the customer's first point of contact with the Bank.

² In light of Canada's Financial Consumer Protection Framework, which came into effect June 30, 2022, the new 40-day metric was established in fiscal 2023 to track cases closed within 40 days of receipt by SCCO. It includes complaints escalated to SCCO from all of the Bank's business lines in Canada, including Personal Banking, Business Banking, Fraud, Insurance, and Wealth. For this purpose, "closed" means that SCCO reviewed the complaint and shared its final determination with the customer. This report includes the previous 90-day metric, in addition to the new 40-day metric, as this is a transition year. The 90-day metric will be fully decommissioned in the 2024 Sustainability Report.

³ 2022 results were restated due to an input error.

⁴ Ombudsman for Banking Services and Investments.

⁵ ADR Chambers Banking Ombuds Office is an external complaint body.

⁶ Increase in complaints investigated by the external complaint bodies is commensurate with the increase realized year over year with internal complaint escalations at TD. Despite the absolute volume lift, the rate in which customers are escalating to each level of complaint remains relatively stable year over year.

⁷ Chairman's Service Center, Office of the CEO Complaints increased by 836% in fiscal 2023 (compared to fiscal 2022) and by 68% in fiscal 2022 (compared to fiscal 2021). These increases are attributed to the new processes implemented in fiscal 2023 to capture complaints resolved at first point of contact in the U.S. Contact Center and Retail Stores. As such, 2023 results are not comparable to 2022 and 2021 results. Customer Service remained the top concern in 2021 followed by account discrepancies/errors and credit reporting.

⁸ In fiscal year 2023, a target was established to track full resolution of complaints – resolve 90% of complaints within 10 business days. This was not met largely due to the U.S. regulatory Service Level Agreements exceeding 10 business days. In fiscal years 2021 and 2022, SLA was measured to ensure contact was made with Customers. We continue to measure SLA for Customer contact in fiscal year 2023.

Product and Service Responsibility

Savings Plans	2023	2022	2021
Amount saved through automated savings plans (in billions) ¹	\$7.3	\$7.2	\$6.9
Payments facilitated by Canada Learning Bond (in millions) ²	\$26.6	\$17.4	\$14.1
Financial Hardship Services			
Restructured loans (in millions) ³	\$22.5	\$20.7	\$38.0 ⁴
Number of Canadian customers helped through TD Helps ⁵	4,892	6,476	22,152 ⁶
Restructured troubled real estate assets (in millions USD)	\$88.7	\$164.9	\$157.5
Number of U.S. customers helped by restructured real estate assets	393	671	568

¹ For more information on automated savings plans, refer to: <https://www.td.com/ca/en/personal-banking/how-to/ways-to-save/automated-savings/>.

² The Canada Learning Bond is money the Government of Canada adds to a Registered Education Savings Plan (RESP) to help pay for the cost of full- or part-time studies after high school for low-income families.

³ Through restructuring of secured and unsecured credit products, TD Helps has helped customers who were experiencing or nearing financial hardship to prevent payment default.

⁴ 2022 and 2023 results are lower than results in 2021 due to pandemic-related offerings ending.

⁵ TD Helps offers default management solutions customized to fit each individual financial picture and can include flexible mortgage payment options, loan consolidations, payment deferrals and other tools to support customers in financial hardship.

⁶ In fiscal 2021, we introduced new solutions such as real estate interest-only payments as well as one-year credit card relief program for shorter-term needs.



Sustainable Finance Performance

Sustainable Finance

Progress on goal		
Target	Progress	2023 Result
\$500 billion by 2030 supporting eligible environmental, decarbonization and social activities through lending, financing, underwriting, advisory services, insurance and the Bank's own investments	On track	\$69.5 billion

+ For more information, see the [TD Sustainable & Decarbonization Finance Target Methodology](#).

Progress toward our \$500 billion Sustainable & Decarbonization Finance Target

2023 Business Activities (in billions)



¹ "Treasury Investments" includes green, social and sustainability bond purchases held on the Banks' balance sheet. The figure shown above includes bond purchases made in fiscal 2023, as well as bond purchases made prior to fiscal year 2023 that were held on the Bank's balance sheet in fiscal 2023 (with the exception of green bonds included in TD's previous \$100B Low-Carbon Economy Target). In subsequent years, only bond purchases made in the relevant fiscal year will be included in the annual progress toward the Target.

² "Corporate, Commercial and Retail Lending" includes \$15.8B in environmental, social, decarbonization lending and \$12.9B in sustainability-linked lending.

³ "Capital Markets" includes \$17.3B in Debt Capital Markets and \$0.9B in Equity Capital Markets. "Debt Capital Markets" includes \$7.6B in Green Bond Underwriting, \$6.4B in Sustainability Bond Underwriting, \$2.6B in Social Bond Underwriting and \$0.7B in Sustainability-Linked Bond Underwriting. Relevant guidelines, principles, and methodologies, such as the International Capital Markets Association (ICMA) Green and Social Bond Principles and ICMA Sustainable Bond Guidelines, as outlined in the TD Sustainable & Decarbonization Finance Target Methodology, are used to inform eligibility for inclusion toward the Target.

⁴ "Other" includes "Insurance", "Principal Investing" and "Tax Credit Investments".

Progress toward our \$500 billion Sustainable & Decarbonization Finance Target (continued)

Eligible Categories (in billions)	2023
Environment Total	\$20.6
Renewable Energy	\$5.6
Clean Transportation	\$4.9
Environment Multi-Sector ¹	\$7.8
Other Environment ²	\$2.3
Decarbonization Total	\$0.4
Nuclear Energy	\$0.4
Social Total	\$19.8
Access to Essential Services: Health Care	\$5.1
Affordable and Community Housing ³	\$3.7
Social Multi-Sector ⁴	\$10.4
Other Social ⁵	\$0.6
Multi-Sector Total⁶	\$28.7
Total	\$69.5

¹ "Environment Multi-Sector" includes activities that satisfy two or more eligible environmental inclusion categories. This includes business activities such as green bond underwriting and Treasury Investments in green bonds.

² "Other Environment" includes "Energy Efficiency", "Green Buildings", "Sustainable Water and Wastewater Management", and "Pollution Prevention and Control" activities.

³ "Affordable and Community Housing" progress includes housing supply activities that are also included toward the \$12 billion by 2030 Affordable Housing Target.

⁴ "Social Multi-Sector" includes activities that satisfy two or more eligible social inclusion categories. This includes business activities such as social bond underwriting and Treasury Investments in social bonds.

⁵ "Other Social" includes "Affordable Basic Infrastructure", "Access to Essential Services: Education" and "Socioeconomic Advancement and Empowerment" activities.

⁶ "Multi-Sector" includes activities that satisfy two or more eligible environmental, decarbonization and/or social activities, as well as sustainability-linked activities. This includes business activities such as sustainability bond underwriting and Treasury Investments in sustainability bonds.



Carbon-related Assets¹

	2023	2022	2021
Carbon-related assets relative to total assets (%)	15.7%	15.2%	15.0%

¹ Please refer to Endnote 36 in [2023 Climate Action Report](#) for basis of carbon-related assets calculation. Additionally, adjustments have been made in accordance with how carbon-related assets are defined by TCFD's 2021 Guidance on Metrics, Targets, and Transition Plan, which states "those assets tied to the four nonfinancial groups identified by the Task Force in its 2017 report (energy, transportation, materials and buildings, and agriculture, food, and forest products)", with consideration for exclusion of "industries or sub-industries that are appropriate to exclude, such as water utilities and independent power and renewable electricity producer industries." Available at: https://assets.bbhub.io/company/sites/60/2021/07/2021-Metrics_Targets_Guidance-1.pdf

+ For additional information, see the [TD Green Bond \(2021\) Issuance – Use of Proceeds](#) as at October 31, 2023.

Green, Social, Sustainability and Sustainability-Linked (GSSS) Bonds and Loans Underwriting

	2023	2022	2021
GSSS bonds underwritten (in billions) ¹	\$17.3	\$19	\$33
Amount committed in sustainability-linked loans (in billions) ²	\$12.9³	\$23.8	\$13.0
GSSS bonds underwritten and amount committed in sustainability-linked loans (cumulative) (in billions) ⁴	Over \$152	Over \$122	Over \$77

¹ Reflects the apportioned value of lead-managed GSSS bonds underwritten by TD Securites in the given year and eligible under the Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.

² Reflects the committed value of sustainability-linked loans underwritten by TD Securities in the given year and eligible under the Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.

³ 2023 results are not comparable to prior years due to methodology changes. Decline between fiscal 2022 and 2023 results is attributed to overall decline in global lending market activity.

⁴ Reflects the cumulative value of TD Securities' commitments to sustainability-linked loan facilities and the apportioned value of lead-managed green, social, sustainability, and sustainability-linked bonds underwritten by TD Securities since 2010. Fiscal year 2023 data reflects values eligible under the Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.

Financing for Electric Vehicles (EVs) and Hybrid Electric Vehicles (HEVs)¹

Canada	2023 ²	2022	2021
Dollars financed (in millions)	\$501	\$266	\$251
Number of financing transactions	10,245	5,895	6,196
U.S.			
Dollars financed (in millions USD)	\$3,298	\$961	\$426
Number of financing transactions	75,435	17,427	8,851

¹ Includes all EV and HEV loans originated during the reporting year, which are still active loans, as of October 31, 2023 for the fiscal year.

² Increase in fiscal 2023 results compared to 2022 and 2021 can be attributed to a significant growth in volume, mostly related to the establishment of a preferred lender partnership with an electric vehicle manufacturer.



Asset Management

TDAM PRI Assessment Summary

The UN Principles for Responsible Investment (PRI) assessment is an annual scorecard report provided to signatories of the PRI, based on the reporting of their responsible investing activity throughout the year. The reporting is a requirement of PRI membership¹ helping to ensure (i) accountability; (ii) standardized transparency among signatories; and (iii) continuous improvement, as signatories are able to gauge their performance relative to their peers and industry. The 2023 PRI Assessment reflects TDAM's responsible investment activities from the 2022 calendar year. TDAM showed significant score improvements compared to the 2021 reporting cycle^{2,3} and outperformed its peer group's median scores across all assessed modules.⁴ These results reflect TDAM's substantial investment in our ESG resources and sustainable product suite since 2020.

Module Name ⁵	Star Score	Module Score (out of 100)	Assets Under Management ⁶
Policy Governance and Strategy	★★★★★	89	-
Direct – Listed equity – Active fundamental	★★★★★	81	10%–50%
Direct – Listed equity – Active quantitative	★★★★★	86	<10%
Direct – Listed equity – Passive equity	★★★★★	71	<10%
Direct – Fixed income – Sovereign, supranational and agency debt	★★★★★	96	10%–50%
Direct – Fixed income – Corporate	★★★★★	98	10%–50%
Direct – Fixed income – Securitized	★★★★★	96	<10%
Direct – Fixed income – Private debt	★★★★★	89	<10%
Direct – Infrastructure	★★★★★	93	<10%
Direct – Real estate	★★★★★	97	<10%
Indirect – Listed equity – Active	★★★★★	92	<10%
Confidence building measures	★★★★★	80	-

¹ Given changing regulatory disclosure requirements in different markets and following feedback from signatories, the PRI has taken the decision to make Reporting and Assessment in 2024 voluntary for all investor signatories that reported in 2023.

² PRI 2023 scores are compared to PRI 2021 scores as PRI did not release an assessment in 2022.

³ The PRI 2021 reporting cycle reflects TDAM's responsible investment activities from the 2020 calendar year.

⁴ Peer Median is the median average score of signatories that are in the same peer categories as TDAM: (1) Signatory type = Investment Manager, (2) Geography = North America, (3) Size by AUM band = \$250+ billion USD.

⁵ The modules are scored with a numerical grading system ranging from 1 to 5 stars. The lowest possible grade is one star, allocated to those whose responsible investment behaviour is at the lower end of what is expected from signatories. The highest score is five stars and awarded to those signatories who demonstrate leading practices within the responsible investment industry.

⁶ Represents proportion of assets under management classified under that Module to total assets under management.

+ For more information, see the [TDAM Principles for Responsible Investment Summary Assessment](#).

Insurance

Progress on goal		
Target	Progress	2023 Result
Meet TD Insurance's commitments as a signatory to UNEP FI Principles for Sustainable Insurance	Met	Met our commitments as a signatory to UNEP FI Principles for Sustainable Insurance

Insurance for Electric Vehicles (EVs) and Hybrid Electric Vehicles (HEVs)

	2023	2022	2021
Number of active EV and HEV discounts	94,090	69,013	52,578

+ For more information, see the [Principles for Sustainable Insurance – Annual Disclosure 2023](#).



Environmental Performance

Climate Change

Greenhouse Gas Emissions¹

Progress on goal			
Target	Progress	2023 Result	
Absolute reduction in location-based Scope 1 and 2 GHG emissions by 25% by 2025, relative to a 2019 baseline of 162,849 tCO ₂ e ^{2,3,4}	On track	28% reduction	
Scope 1 & 2 (location based) ^{3,5}	2023	2022	2021
Scope 1 (tonnes CO ₂ e) ⁶	40,346	43,707	40,847
Scope 2 (location-based) (tonnes CO ₂ e) ⁷	76,970	79,615	81,158
Total Scope 1 & 2 (location-based) (tonnes CO₂e)⁸	✓ 117,317	✓ 123,322	✓ 122,005
GHG emission intensity (kg CO ₂ e per square foot)	5.3	5.3	5.2
GHG emission intensity (tonnes CO ₂ e per millions in revenue)	2.3	2.4	2.7
Scope 1 & 2 (market based) ⁹	2023	2022	2021
Scope 1 (tonnes CO ₂ e) ⁶	40,346	43,707	40,847
Scope 2 (market-based) (tonnes CO ₂ e) ¹⁰	6,930	6,977	7,303
Total Scope 1 & 2 (market-based) (tonnes CO₂e)⁸	✓ 47,276	✓ 50,684	✓ 48,149
GHG emission intensity (kg CO ₂ e per square foot)	2.1	2.2	2.1
GHG emission intensity (tonnes CO ₂ e per millions in revenue)	0.9	1.0	1.1
Scope 3 (tonnes CO ₂ e)	2023	2022	2021
Purchased goods and services	1,053,692	1,058,672	986,108
Capital goods	71,736	74,060	65,379
Fuel and energy-related activities ¹¹	22,882	24,515	22,514
Business travel ¹²	✓ 37,899	✓ 12,092	✓ 1,788
Downstream leased assets	✓ 474	✓ 990	✓ 866

Scope 1 & 2 by country (location based) (tonnes CO ₂ e) ⁵	2023	2022	2021
Canada			
Scope 1	25,280	27,870	24,936
Scope 2 (location-based)	26,561	29,086	28,876
Total Canada	✓ 51,840	✓ 56,955	✓ 53,811
U.S.			
Scope 1	14,807	15,636	15,642
Scope 2 (location-based)	49,335	49,538	51,375
Total U.S.	✓ 64,142	✓ 65,174	✓ 67,017
International ⁴			
Scope 1	260	201	269
Scope 2 (location-based)	1,075	992	907
Total International	✓ 1,335	✓ 1,193	✓ 1,177
Total Scope 1 & 2 (location-based)	✓ 117,317	✓ 123,322	✓ 122,005

¹ For the years presented, the reporting period for Scope 1, 2 and 3 GHG emissions from real estate is August 1 to July 31 in order to allow for more timely data. Other sources of emissions remain with TD's fiscal year (November 1 to October 31). The quantification of the GHG emissions associated with TD's activities is performed by WSP, an engineering and consulting firm. For further details see accompanying notes on page 86 of this report. Also see page 86 for TD's 2023 Carbon Credits and Renewable Energy Certificates Retirement Schedule.

² This interim target was set using a science-based approach and is in line with the 1.5°C trajectory recommended by the Paris Agreement. We used the SBTi absolute contraction approach, which allows for equal annual decreases in absolute GHG emissions to zero by 2050. Given the significant volatility in 2020 and 2021 from global events (e.g., COVID-19 lockdowns and subsequent reopenings), we have used 2019 as our operational GHG baseline for all targets established to date so that the baseline reflects "normal" operations. Recalculation of base year (and prior year) GHG inventories are undertaken when one or multiple events result in a significant change to GHG emissions. Although we apply quantitative thresholds, we also consider qualitative factors when concluding whether recalculations are required to be performed, which will be described in the footnotes as applicable. EY has provided limited assurance on the 2019 total Scope 1 and 2 (location-based) GHG emissions.

³ In 2023, we restated our 2019, 2020, 2021 and 2022 Scope 1 & 2 results to incorporate data from Cowen, Inc. This entity was acquired by TD in 2023. The acquisition results in an uplift of 3,544 tCO₂e in 2019, 3,368 tCO₂e in 2020, 2,819 tCO₂e in 2021, and 3,221 tCO₂e in 2022 for location-based emissions, which was estimated using the square footage of the Cowen real estate portfolio, multiplied by the emissions intensity from other assets within TD's real estate portfolio, for each respective year. EY has provided limited assurance over 2019, 2021 and 2022 total Scope 1 and 2 (location-based) GHG emissions. Note that the total figures in this table may not add up due to rounding.



⁴ International GHG emissions are primarily estimated based on energy consumption per square foot using other TD assets as a proxy, multiplied by applicable emissions factors, for each respective year.

⁵ TD's location-based Scope 1 and 2 emissions declined by 4.9% to 117,317 tCO₂e in 2023 compared to 2022. This reduction was achieved mainly through proactive energy reduction measures (e.g., Smart Retail Controls Program, LED lighting and solar), real estate portfolio adjustments, and a milder winter in 2023 compared to 2022. TD remains focused on reducing our operational emissions by implementing resource efficiency measures and real estate portfolio adjustments to help ensure that we stay on track to meet our targeted Scope 1 and 2 emissions reductions by 2025. Note that the total figures in this table may not add up due to rounding.

⁶ Scope 1 GHG emissions include direct emissions from heating and cooling, leased aircraft and corporate fleet. For additional information on our Scope 1 and 2 target, please see [2023 TD Climate Action Report](#).

⁷ Scope 2 emissions include indirect emissions from electricity, heating and cooling.

⁸ In accordance with the GHG Protocol's Scope 2 Guidance, TD reports both location-based and market-based Scope 2 figures. In calculating Scope 2 emissions from electricity, location-based Scope 2 uses grid emission factors, while market-based Scope 2 uses the emission factors associated with our renewable energy certificate (REC) purchases. Location-based Scope 2 have been used for the purposes of setting targets and tracking emissions.

⁹ In 2023, we restated our 2019, 2020, 2021 and 2022 Scope 1 & 2 results to incorporate data from Cowen, Inc. This entity was acquired by TD in 2023. The acquisition results in an uplift of 729 tCO₂e in 2019, 668 tCO₂e in 2020, 648 tCO₂e in 2021, and 729 tCO₂e in 2022 for market-based emissions, which was estimated using the square footage of the Cowen real estate portfolio, multiplied by the energy intensity of other assets within TD's real estate portfolio and by applicable emissions factors, for each respective year. EY has provided limited assurance over 2021 and 2022 total Scope 1 and 2 (market-based) GHG emissions. Note that the total figures in this table may not add up due to rounding.

¹⁰ Market-based Scope 2 emissions reflect the purchase of renewable energy certificates (RECs) to account for our global electricity consumption. The remaining emissions in market-based Scope 2 are attributed to steam and chilled water.

¹¹ We have restated our 2021 and 2022 results due to accounting for a limited range of Canadian energy data in our calculations. The corrected figures amount to a 0.4% uplift to our total reported non-financed Scope 3 emissions in 2021 and a 0.3% uplift in 2022.

¹² TD's business travel includes rental vehicles, personal vehicles, commercial air flights, charter flights and commercial rail. Travel and mileage data is collected through car rental agencies, TD expense data, and TD travel data in order to calculate TD's Scope 3 business travel GHG emissions. The results indicate that our GHG emissions associated with transportation activities have increased to pre-pandemic levels.

TD's Scope 3 Financed Emissions Targets

Client Sector	Client Emissions Scope	2019 Portfolio Baseline ¹	2030 Portfolio Targets ²	2019-30 Reduction Targets	2021 Change from 2019 baseline
Energy	Scope 1-3	2,192 gCO ₂ e/\$	1,556 gCO ₂ e/\$	-29%	2%
Power Generation	Scope 1	378 kgCO ₂ e/MWh	156 kgCO ₂ e/MWh	-59%	-11%
Automotive Manufacturing	Scope 1, 2, 3 Tank to Wheel	181 gCO ₂ /vkm	91 gCO ₂ /vkm	-50%	-1%
Aviation	Scope 1 of airlines Scope 3 of aircraft lessors	88 gCO ₂ /pkm	80 gCO ₂ /pkm	-9%	1%

Scope 3 financed emissions (based on drawn lending balances) (megatonnes CO ₂ e) ^{3,4,5,6,7,8}	2023 ⁹	2022 ⁹	2021	2020	2019
Agricultural sector	-	-	✓ 10.6	✓ 9.3	✓ 8.6
Automotive sector	-	-	✓ 0.4	✓ 0.5	✓ 0.6
Aviation sector	-	-	✓ 3.6	✓ 4.5	✓ 5.5
Energy sector	-	-	✓ 1.4	✓ 2.4	✓ 2.2
Industrials sector ¹⁰	-	-	✓ 0.3	✓ 0.5	✓ 0.5
Power & Utilities sector	-	-	✓ 1.4	✓ 1.2	✓ 1.1
Commercial Real Estate (Real Estate Investment Trusts)	-	-	0.2	0.2	0.2
Shipping sector	-	-	✓ 0.2	✓ 0.2	✓ 0.2
Consumer Auto Loans ¹¹	-	✓ 6.0	✓ 6.6	✓ 6.9	✓ 6.9
Residential Mortgages ¹²	-	✓ 2.2	✓ 2.3	✓ 2.4	✓ 2.4
Total Quantified to Date¹³	-	8.2	27.0	28.1	28.2

Scope 3 financed emissions (based on total lending commitments) (megatonnes CO ₂ e) ^{3,4,5,6,7,8}	2023 ⁹	2022 ⁹	2021	2020	2019
Agricultural sector	-	-	11.0	9.6	8.9
Automotive sector	-	-	0.8	1.0	1.0
Aviation sector	-	-	3.9	4.7	5.8
Energy sector	-	-	5.9	9.0	6.8
Industrials sector ¹⁰	-	-	1.0	1.0	1.3
Power & Utilities sector	-	-	6.3	6.0	6.5
Commercial Real Estate (Real Estate Investment Trusts)	-	-	0.2	0.3	0.2
Shipping sector	-	-	0.4	0.3	0.3
Consumer Auto Loans ¹¹	-	6.0	6.6	6.9	6.9
Residential Mortgages ¹²	-	2.2	2.3	2.4	2.4
Total Quantified to Date¹³	-	8.2	38.4	41.2	40.1



- ¹ We have re-stated our 2019 portfolio baselines to incorporate the best and most recently available client emissions data. For more information, please see [2023 TD Climate Action Report](#).
- ² We restated the 2030 portfolio target level for two sectors, Energy and Automotive Manufacturing, as these targets are calculated based on a portfolio target contraction percentage, i.e., a percentage reduction below the 2019 baseline – 29% and 50%, respectively. Power Generation and Aviation 2030 portfolio target levels remain the same, as our targets for these sectors are based on converging to the levels set out in the IEA Net Zero Emissions by 2050 scenario. Thus, for these sectors, the 2019-30 reduction target percentages are a function of the distance from the 2019 portfolio baseline values to the IEA-prescribed target levels. For the Aviation sector, since our 2019 portfolio baseline increased to 88 gCO₂e/pkm and the 2030 portfolio target level has not changed at 80 gCO₂e/pkm, our 2019-30 Reduction Target percentage has changed from 8% to 9%.
- ³ These results represent our financed emissions for our clients' Scope 1 and 2 emissions. [2023 TD Climate Action Report](#) also includes financed emissions relating to our clients' Scope 3 emissions for the energy and certain industrial sectors as well as certain automotive clients.
- ⁴ We are restating our previously disclosed 2020 results in some sectors and our previously disclosed 2021 results for Consumer Auto Loans and Residential Mortgages, as we have improved our data quality and estimation methodologies.
- ⁵ Our financed emissions footprint is more comprehensive than our targets, covering major parts of the value chain within each sector reported. For more detailed information about the differences between our footprint and targets, please see [2023 TD Climate Action Report](#).
- ⁶ NZBA defines the priority sectors for financed emissions calculation and target-setting as "Agriculture, Aluminum, Cement, Coal, Commercial & Residential Real Estate, Iron & Steel, Oil & Gas, Power Generation, and Transport." TD uses the North American Industry Classification System (NAICS) to classify our portfolios to these sectors. Given the significance (high or low) of some of these sectors to TD's financed emissions footprint, TD has combined Cement, Aluminum, Iron & Steel, and other Metals & Mining under "Industrials" and has combined Oil & Gas and Coal under "Energy." Conversely, TD has separated "Transport" into Automotive, Shipping and Aviation.
- ⁷ Our results are based on Exiobase v3.7 with base year 2015. The Exiobase data has been treated for inflation up to 2018 and converted to USD using a 2018 exchange rate.
- ⁸ To calculate our financed emissions, we use the most recent data available for the applicable reporting years, as of fiscal 2023 year-end (i.e., October 2023), except for our estimations for Consumer Auto Loans, where we used the most recent available pre-COVID average vehicle distance driven data, to avoid the anomalies from COVID impacts.
- ⁹ We aim to use the most recent data available for the applicable reporting years. Due to data latency, we are reporting fiscal year-end results for 2019-2021, as 2022 data was not yet available for the non-retail sectors. 2022 data was available for 'Consumer Auto Loans' and 'Residential Mortgages' and as such, is included in our footprint. For more information about our financed emissions data quality or coverage, please see [2023 TD Climate Action Report](#).
- ¹⁰ "Industrials" includes aluminum, cement, metals & mining, and iron & steel.
- ¹¹ "Consumer Auto Loans" includes indirect loans (between car dealers and consumers) executed through TD's Auto Finance group. This footprint does not include personal loans (between TD and consumers) which are secured by automobiles or repossessed vehicles which are held for sale.
- ¹² Excludes home equity lines of credit (HELOC) exposures in accordance with Partnership for Carbon Accounting Financials (PCAF).
- ¹³ Totals may not add up due to rounding.

Greenhouse Gas Emissions by Transportation Mode¹

Detailed emissions breakdown (tonnes CO ₂ e)	2023	2022	2021
Canada			
Air travel ²	16,855	5,340	168
Automobile travel ³	3,890	3,111	1,236
Rail travel	103	24	0
Total Canada	20,849	8,475	1,404
U.S.			
Air travel ²	15,387	4,668	428
Automobile travel ³	5,781	3,426	1,559
Rail travel	59	29	0
Total U.S.	21,226	8,123	1,988
Total North America	42,075	16,598	3,391
Distance travelled (km)			
Canada			
Air travel ²	75,015,770	22,416,976	720,089
Automobile travel ³	13,690,920	8,674,302	5,383,887
Rail travel	905,335	335,100	4,918
Total Canada	89,612,025	31,426,378	6,108,894
U.S.			
Air travel ²	68,852,771	18,924,510	1,509,007
Automobile travel ³	28,515,736	15,924,895	6,756,316
Rail travel	514,479	405,603	23,661
Total U.S.	97,882,986	35,255,009	8,288,983
Total North America	187,495,011	66,681,387	14,397,877

¹ This table includes international travel for employees in Canada and the U.S. only. We have excluded all travel for employees in other (international) locations due to immateriality. The results indicate that our GHG emissions associated with transportation activities have increased to pre-pandemic levels. Note that the total figures in this table may not add up due to rounding.

² Air travel includes commercial air, chartered aircraft and leased aircraft.

³ Automobile travel includes corporate fleet, car rental and personal vehicles used for employee business travel.



Note to GHG Emissions

Our annual GHG inventory, with the exception of financed emissions, is prepared by a third-party engineering and consulting firm in accordance with the *Greenhouse Gas Protocol (GHG Protocol): A Corporate Accounting and Reporting Standard* and related guidance, published by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI). Our approach to measuring our Scope 3 financed emissions from lending activities is consistent with PCAF guidance for the measurement of business loans.

1. Organizational Boundary

The scope of this report encompasses all of TD's wholly owned operations and activities. The Bank used the operational control method to determine the organizational boundary for its GHG schedule.

2. Reporting Period

All GHG emissions data reflects one complete year of data. TD's fiscal year spans from November 1 to October 31; however, the reporting period for certain GHG emission sources may not align with TD's fiscal year due to availability or timeliness of data. The reporting period for TD's real estate data spans August 1 to July 31, while the reporting period for other data sources is aligned with the fiscal year.

3. GHG Emission Sources

All known sources of Scope 1 and 2 GHG emissions have been included in the Bank's GHG schedule. TD reports the following operational Scope 3 emissions: Purchased Goods and Services; Capital Goods; Fuel and Energy-Related Activities; Business Travel; and Downstream Leased Assets. We rely on primary activity data (e.g., invoices and meter readings) to calculate our Scope 1, 2 and 3 emissions where possible, and secondary data (e.g., estimation techniques described below) where primary data is unavailable.

4. Use of Estimation Techniques

In preparing the Bank's GHG schedule there were some data sources that were incomplete or unavailable, such as utility usage data at specific real estate locations or travel data for particular periods. Where required, the Bank used estimation techniques to approximate utility usage using data from locations of a similar approximate size and energy usage, or travel data from similar time periods to approximate actual usage. Refrigerants are used in HVAC systems to cool buildings. During operation, losses of refrigerants from HVAC systems are expected to occur. To quantify fugitive emissions, TD estimates the quantity of refrigerant loss based on industry average, using square footage of the buildings.

5. GHG Emission Conversion Factors

The GHG emission conversion factors were selected from different sources to better accommodate the data available and to provide a closer approximation of the related GHG emissions. The Bank used the following emission factors:

- **Natural gas, diesel, propane, heating oil, chilled water, and steam** – GHG emissions are measured in tonnes of CO₂ equivalents ("CO₂e") using Ministry of Environment and Climate Change Canada (2023) and U.S. Environmental Protection Agency (2023) factors.
- **Electricity** – GHG emissions are measured in tonnes of CO₂e using the Ministry of Environment and Climate Change Canada (2023) and the U.S. Environmental Protection Agency Emissions & Generation Resource Integrated Database (eGRID) (2023) emission factors that take into consideration the GHG emission intensity of each provincial/regional grid. GHG emissions from international locations use Environmental Protection Agency, U.K. Department for Environment, Food & Rural Affairs (DEFRA) (2023), AIB (2022), Carbon Footprint (2023) and IEA (2013) factors.
- **Automobile Travel – Fleet** – GHG emissions are measured in tonnes of CO₂e using Ministry of Environment and Climate Change Canada (2023) and U.S. Environmental Protection Agency (2023) factors.
- **Air, Rail** – GHG emissions are measured in tonnes of CO₂e using U.K. Department for Environment, Food & Rural Affairs (DEFRA) (2023) and U.S. Environmental Protection Agency (2023) factors.

Carbon Credits and Renewable Energy Certificates Retirement

Progress on goal		
Target	Progress	2023 Result
Proportion of TD's operational GHG emissions that have been compensated through the purchase of carbon credits and renewable energy certificates (RECs) ¹	Met	100%

2023 Carbon Credits and Renewable Energy Certificates Retirement Schedule¹

	Canada	U.S.	International	Total
Heating, cooling and mobile combustion (tonnes CO ₂ e)	31,423	15,580	273	47,276
Business travel (tonnes CO ₂ e) ²	19,024	18,610	265	37,899
Total heating, cooling, mobile combustion & business travel (tonnes CO ₂ e)	50,447	34,190	538	85,176
Carbon credits purchased (tonnes CO ₂ e)	50,447	34,190	538	85,176
Net GHG emissions from heating, cooling, mobile combustion and business travel (tonnes CO₂e)	✓ 0	✓ 0	✓ 0	✓ 0
Non-renewable electricity consumption (MWh)	250,348	151,845	3,083	405,276
Renewable energy credits purchased (MWh)	250,348	151,845	3,083	405,276
Net GHG emissions from electricity (tonnes CO₂e)	✓ 0	✓ 0	✓ 0	✓ 0
Net GHG emissions from energy & business travel (tonnes CO₂e)	✓ 0	✓ 0	✓ 0	✓ 0

¹ TD annually retires voluntary carbon credits and renewable energy certificates (RECs) equivalent to 100% of its operational GHG emissions, defined as TD's market-based Scope 1 and 2 emissions, Scope 3 business travel emissions and non-renewable energy consumption, which forms part of TD's location-based Scope 2 emissions. In 2023, 3,083 RECs were sourced for TD locations outside of the U.S. and Canada. A small share of these RECs could not be sourced from the same market in which TD's electricity consumption occurs. We will continue to focus on prioritizing market-specific projects when purchasing RECs in future years. The reporting period for real estate data (e.g., electricity and natural gas) is August 1 to July 31, the reporting period for business travel data is aligned with TD's fiscal year (November 1 to October 31). Note that the total figures in this table may not add up due to rounding.

² Emissions from modes of transportation used by travelling employees that are not owned and/or operated by TD. Emissions from corporate fleets are considered under "mobile combustion."



Nature and Biodiversity

Energy Consumption^{1,2,3}

Energy consumption by location (GJ) ⁴	2023	2022	2021
Canada			
Electricity	901,255	944,915	876,950
Natural gas	361,787	416,064	402,011
Other (steam, heating oil, propane, diesel, chilled water)	172,015	166,449	176,377
Total Canada⁵	✓ 1,435,056	✓ 1,527,429	✓ 1,455,338
U.S.			
Electricity	546,640	581,776	604,504
Natural gas	187,814	205,077	207,012
Other (steam, heating oil, propane, diesel, chilled water)	31,856	36,016	35,706
Total U.S.⁵	✓ 766,311	✓ 822,869	✓ 847,222
International⁶			
Electricity	11,100	10,273	10,523
Natural gas	3,325	2,681	3,604
Other (steam, heating oil, propane, diesel, chilled water)	243	393	624
Total International⁵	✓ 14,688	✓ 13,346	✓ 14,750
Total energy consumption⁵	✓ 2,216,035	✓ 2,363,644	✓ 2,317,310
Energy intensity (GJ per square foot)	0.1	0.1	0.1
Energy intensity (GJ per millions in revenue)	43	47	51

¹ Energy consumption calculated with reference to the guidance provided in GRI 302-1: Energy (2016) of the GRI Standards and the GHG Protocol.

² The results in this table rely on publicly available conversion factors sources from the Canada Energy Regulator (2016), NRCAN (2013) and other publicly available conversion factor sources.

³ In 2023, we restated our 2019, 2020, 2021 and 2022 energy results to incorporate data from Cowen, Inc. This entity was acquired by TD in 2023. The acquisition results in an uplift of 42,079 GJ in 2019, 43,328 GJ in 2020, 37,550 GJ in 2021, and 41,123 GJ in 2022, which was estimated using the square footage of the Cowen real estate portfolio, multiplied by the energy intensity from other assets within TD's real estate portfolio, for each respective year. EY has provided limited assurance over 2021 and 2022 total energy consumption.

⁴ For the years presented, the reporting period for real estate data (electricity, propane, chilled water, diesel, heating oil, steam and natural gas) is August 1 to July 31 in order to allow for more timely data.

⁵ Totals may not add up due to rounding.

⁶ International energy consumption is primarily estimated based on energy consumption per square foot using other TD assets as a proxy.

Water¹

Progress on goal		
Target	Progress	2023 Result
By 2025, zero increase in water use relative to 2015 baseline	On track	Reduced water use by 15.5% relative to 2015 baseline

Water consumption (m ³)	2023	2022	2021
Canada ²	253,530	237,337	247,964
U.S. ³	854,329	918,429	894,332
Total ^{4,5}	1,107,859	1,155,766	1,142,296

¹ Represents facilities where TD has access to data as captured through vendor and internal processes. Not all TD facilities are represented due to data limitations.

² Represents data from approximately 43% of our facilities in 2023, 43% in 2022 and 43% in 2021.

³ Represents data from approximately 77% of our facilities in 2023, 77% in 2022 and 75% in 2021.

⁴ Represents data from approximately 60% of our facilities in 2023, 60% in 2022 and 61% in 2021.

⁵ Totals may not add up due to rounding.

Waste¹

Waste - North America (tonnes)	2023	2022	2021
Waste to landfill ²	5,538	5,401	7,227
Waste diverted from landfill (tonnes)			
Recycled paper (paper shred) ³	9,007	8,261	9,171
Other recycled waste ⁴	2,428	3,374	2,969
E-waste ⁵	354	345	315
Total waste generated (landfill & recycled)⁶	17,327	17,381⁷	19,681
Waste diversion metrics			
Percentage of waste diverted from landfill ⁸	56%	55%	48%

¹ Represents facilities where TD has access to data as captured through vendor and internal processes. Not all TD facilities are represented due to data limitations.

² Represents 1,231 of 2,417 of our facilities in 2023, 1,139 of 2,584 in 2022 and 1,273 of 2,678 in 2021.

³ Represents 2,236 of 2,541 of our facilities in 2023, 2,406 of 2,584 in 2022 and 2,473 of 2,678 in 2021.

⁴ Represents 1,760 of 2,541 of our facilities in 2023, 1,574 of 2,584 in 2022 and 1,846 of 2,678 in 2021.

⁵ Data captured through vendor and internal processes.

⁶ Totals may not add up due to rounding.

⁷ Fiscal 2022 results restated due to calculation error.

⁸ Percentage waste diversion is calculated using the waste generated across TD sites with all three of the following waste streams reported: waste to landfill, recycled paper, and other recycled waste. E-waste is not included in this diversion metric.



Paper

Paper by type (tonnes) ¹	2023	2022	2021
Statements and envelopes	2,289	2,203	2,422
Commercial print	751	1,214	620
Office paper	1,387	1,689	1,170
Forms	581	1,234	807
Total paper²	5,008	6,340	5,019
Recycled content			
Percentage of post-consumer recycled content	10%	7%	9%
Certified sustainable			
Percentage of certified (FSC/SFI) ³	87%	75%	93%

¹ Includes paper data that was known and available to management. Management relies on data provided by suppliers (which may be incomplete and/or inaccurate) to determine paper use figures. The Bank was not able to substantiate all paper that may have been purchased through alternative suppliers or printers.

² Totals may not add up due to rounding.

³ Forest Stewardship Council (FSC) and Sustainable Forestry Initiative (SFI).

Green Buildings

Details on TD LEED projects by building type and country:

	U.S. Retail		U.S. Corporate		Canadian Retail		Canadian Corporate	
	Locations	Sq. ft.	Locations	Sq. ft.	Locations	Sq. ft.	Locations	Sq. ft.
2023								
Platinum	0	7,834	0	0	0	0	0	0
Gold	0		0		0			
Silver	0		0		0			
Certified	3		0		0			
Total (2007-2023)								
Platinum	12	830,344	1	425,224	1	121,164	8	2,855,130
Gold	179		5		6			
Silver	30		1		4			
Certified	14		1		6			

LEED Certified Workspace

	2023	2022	2021
Percentage of TD LEED certified workspace ¹	8%	8%	8%
Total percentage of LEED certified workspace ²	19%	19%	19%

¹ TD-owned LEED certifications only.

² TD-owned and landlord-owned LEED certifications.



Social Performance

Employment Access

Progress on goals		
Goal ¹	Progress	2023 Result
Women in 45% of roles titled Vice President and above in Canada, by 2025 ²	On track	✓ 41.6%
25% Black, Indigenous and minority representation in roles titled Vice President and above across North America, by 2025 ³	On track	24.3%

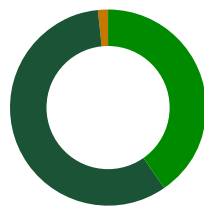
¹ The Bank's representation goals are aspirational. All nomination, appointment, hiring and other employment decisions are made on a non-discriminatory basis, consistent with applicable laws.

² This goal applies to women in Senior Management (Vice President and above) in TD's Canadian businesses. The goal was set in 2021, and the result for that year was 40%.

³ For the purpose of this goal, "minority" means non-Caucasian in race or non-white in colour, other than an Indigenous person. Data is voluntarily disclosed by employees and therefore may not be reflective of the actual workforce.

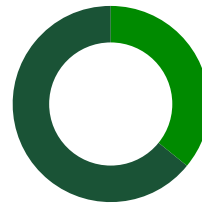
2023 Total Executive Appointments¹

Global – Executive appointments by gender



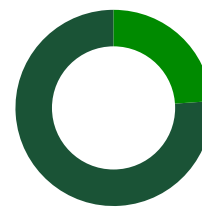
Women	40.3%
Men	58.2%
Other ²	1.5%

Canada – Executive appointments by ethnicity



Minority	36.1%
Non-minority	63.9%

U.S. – Executive appointments by ethnicity



Minority	23.9%
Non-minority	76.1%

¹ Executive appointments include all promotions into Associate Vice President (AVP) and above.

² Includes individuals who identify as other gender identities such as non-binary, transgender, two-spirit and those who chose not to self-identify.

Board Diversity

WOMEN			
The Toronto-Dominion Bank – Board of Directors	2023	2022	2021
Women on Board (% of all Directors)	✓ 44.0%	✓ 44.0%	40.0%
TD Subsidiaries – Board of Directors ¹			
North America			
Security National Insurance Company	44.0%	33.0%	–
TD Asset Management Inc.	33.0%	22.0%	–
TD Waterhouse Canada Inc.	20.0%	33.0%	–
TD Auto Finance (Canada) Inc.	50.0%	17.0%	–
TD Group US Holdings LLC	25.0%	25.0%	–
TD Securities (USA) LLC	40.0%	40.0%	–
TD Bank US Holding Company	45.0%	45.0%	–
TD Bank USA, National Association	45.0%	45.0%	–
TD Bank, National Association	45.0%	45.0%	–
TD Life Insurance Company	44.0%	33.0%	–
TD Mortgage Corporation	38.0%	14.0%	–
The Canada Trust Corporation	38.0%	14.0%	–
TD Securities Inc.	20.0%	17.0%	–
International			
TD Global Finance Unlimited Company	67.0%	50.0%	–
TD Bank Europe Limited	57.0%	50.0%	–
Toronto Dominion (South East Asia) Limited	40.0%	25.0%	–

¹ Includes a subset of The Toronto-Dominion Bank's significant subsidiaries taking into consideration their size, complexity and/or business profile. The first year this data was disclosed was fiscal 2022.



Workforce Diversity

Percentage of Employees per Position Level by Gender¹

Global Overall	2023	2022	2021
Women	✓ 54.9%	✓ 55.9%	✓ 56.5%
Men	44.6%	43.7%	43.3%
Senior management ²			
Women	✓ 36.4%	✓ 35.1%	✓ 33.8%
Men	63.2%	64.6%	65.9%
Middle and other management ³			
Women	✓ 45.9%	✓ 45.9%	✓ 45.5%
Men	53.7%	53.7%	54.4%
Canada Overall			
Women	✓ 53.4%	✓ 54.2%	✓ 55.1%
Men	46.2%	45.5%	44.8%
Senior management ²			
Women	✓ 41.6%	✓ 40.3%	✓ 40.0%
Men	58.2%	59.5%	59.8%
Middle and other management ³			
Women	✓ 45.7%	✓ 45.8%	✓ 45.5%
Men	54.1%	53.9%	54.4%
U.S. Overall			
Women	✓ 58.9%	61.0%	61.0%
Men	40.2%	38.3%	38.6%
Executive ⁴			
Women	✓ 27.1%	29.2%	25.0%
Men	71.4%	69.8%	74.0%
First/mid-level managers ⁵			
Women	✓ 46.4%	49.5%	49.1%
Men	53.1%	49.9%	50.7%

¹ Includes all full-time and part-time employees for men and women only. Totals may not add up given that individuals who chose not to self-identify and those who identify as Non-Binary, Two-Spirit, or other gender identities are not disclosed.

² Senior management includes Vice President level and above.

³ Middle and other management is defined as first-level managers to AVP.

⁴ U.S. Equal Employment Opportunity ("EEO") Commission category A which refers to executive/senior-level officials and managers.

⁵ U.S. Equal Employment Opportunity ("EEO") Commission category A which refers to first/mid-level officials and managers.

Workforce Diversity¹

WOMEN	2023	2022	2021
Global			
Overall	✓ 54.9%	✓ 55.9%	✓ 56.5%
All management ²	✓ 46.9%	✓ 47.0%	51.7%
Top management ³	✓ 20.7%	✓ 20.7%	23.3%
Senior management ⁴	✓ 36.4%	✓ 35.1%	✓ 33.8%
Middle and other management ⁵	✓ 45.9%	✓ 45.9%	✓ 45.5%
Junior management ⁶	✓ 53.6%	✓ 53.9%	54.3%
Women in management revenue-generating positions ^{7,8}	41.6% ⁹	38.9%	38.7%
Women in revenue-generating positions ⁷	56.6%	57.1%	57.9%
Women in STEM ¹⁰	39.0%	39.7%	39.1%
Canada¹¹			
Overall	✓ 53.4%	✓ 54.2%	✓ 55.1%
All management ²	✓ 47.2%	✓ 47.5%	47.6%
Senior management ⁴	✓ 41.6%	✓ 40.3%	✓ 40.0%
Middle and other management ⁵	✓ 45.7%	✓ 45.8%	✓ 45.5%
Junior management ⁶	✓ 54.7%	✓ 55.0%	55.7%
U.S.¹²			
Overall	✓ 58.9%	61.0%	61.0%
All management ¹³	✓ 46.0%	49.2%	48.5%
Executives ¹⁴	✓ 27.1%	29.2%	25.0%
First/mid-level managers ¹⁵	✓ 46.4%	49.5%	49.1%

¹ Includes all full-time and part-time employees, excluding those on long-term disability (LTD).

² Includes individuals within the Senior Management (VP and above), Middle Management (includes first-level managers to AVP) and Junior Management (people managers below AVP level) categories.

³ Includes Executive Vice President and above.



⁴ Includes VP level and above (in the U.S. this includes Bank-titled Vice Presidents and above only).

⁵ Includes first-level managers to AVP.

⁶ Includes people managers below AVP level.

⁷ Calculated based on customer-facing roles in our job hierarchy. In fiscal 2023, this included approximately 60,000 employees across approximately 830 job titles, including but not limited to Branch Managers, Financial Advisors, Financial Planners, Investment Advisors, Lending Advisors, Mortgage Sales Managers, Commercial Loan Officers, Consumer Lending Managers, Direct Investing Account Managers, Portfolio Managers, Private Banking Client Services Officers, Relationship Managers and Wealth Advisors.

⁸ Management is defined as first-level managers and above.

⁹ 2023 results were restated on March 21, 2024.

¹⁰ Science, technology, engineering and mathematics (STEM).

¹¹ Includes all Canadian businesses and full-time and part-time employees, excluding those on LTD.

¹² Includes TD Bank employees, excluding those on LTD.

¹³ Includes EEO-1 Category A and EEO-1 Category B. See footnotes 13 and 14.

¹⁴ U.S. Equal Employment Opportunity ("EEO") Commission category A which refers to executive/senior-level officials and managers.

¹⁵ U.S. Equal Employment Opportunity ("EEO") Commission category A which refers to first/mid-level officials and managers.

Workforce Diversity¹

Canada ²		2023	2022	2021
Black, Indigenous and visible minorities³	Overall	49.7%	42.8%	41.4%
	Senior management ⁴	27.9%	26.2%	21.9%
	Middle and other management ⁵	49.5%	44.6%	42.9%
Black, Indigenous and visible minorities³ – women	Overall	26.2%	22.7%	22.1%
	Senior management ⁴	11.3%	11.0%	8.7%
	Middle and other management ⁵	23.0%	20.7%	19.7%
Black colleagues⁶	Overall	✓ 6.6%	7.3%	5.7%
	Senior management ⁴	✓ 2.3%	3.0%	2.5%
	Middle and other management ⁵	✓ 5.1%	6.1%	4.3%
Asian colleagues⁷	Overall	34.8%	28.9%	27.1%
	Senior management ⁴	19.6%	17.6%	15.3%
	Middle and other management ⁵	37.2%	32.4%	31.0%
Other visible minorities⁸	Overall	7.4%	8.2%	8.2%
	Senior management ⁴	4.5%	4.3%	4.3%
	Middle and other management ⁵	6.5%	7.2%	7.2%

Visible minorities³	Overall	✓ 48.8%	✓ 42.0%	✓ 40.3%
	Senior management ⁴	✓ 26.4%	✓ 24.9%	✓ 21.0%
	Middle and other management ⁵	✓ 48.8%	✓ 44.0%	✓ 41.9%
Indigenous Peoples⁹	Overall	✓ 1.0%	✓ 1.0%	✓ 1.2%
	Senior management ⁴	✓ 1.5%	✓ 1.5%	1.1%
	Middle and other management ⁵	✓ 0.8%	✓ 0.8%	1.0%
People with disabilities¹⁰	Overall	✓ 8.5%	✓ 8.3%	✓ 8.8%
	Senior management ⁴	✓ 8.3%	✓ 6.9%	5.9%
	Middle and other management ⁵	✓ 8.5%	✓ 8.2%	8.4%
2SLGBTQ+¹¹	Overall	✓ 3.7%	3.5%	3.3%
	Senior management ⁴	✓ 3.6%	3.2%	3.2%
	Middle and other management ⁵	✓ 3.3%	3.1%	2.9%
U.S.¹²				
Minorities¹³	Overall	✓ 36.8%	36.8%	37.6%
	Executives ¹⁴	✓ 17.3%	16.0%	14.4%
	First/mid-level managers ¹⁵	✓ 29.6%	29.3%	29.0%

¹ Data is voluntarily disclosed by employees and therefore may not be reflective of the actual workforce.

² Includes all Canadian businesses and full-time and part-time employees, excluding those on LTD.

³ "Visible minority" is defined as non-Caucasian in race or non-white in colour, other than an Indigenous person.

⁴ Includes Vice President level and above.

⁵ Includes first-level managers to AVP.

⁶ Black including origins or ancestry from Africa, the Caribbean, Canada, the United States or another country/region.

⁷ South Asian and East Indian including India, Bangladesh, Pakistan, Sri Lanka, etc. and East Asian including China, Japan, Korea, Philippines, etc.

⁸ Arab or West Asian, Latin American, and mixed ethnicity.

⁹ "Indigenous person" is defined as First Nations, Inuit or Métis.

¹⁰ "People with disabilities", in Canada, are defined as persons having a long-term or recurring visible or invisible physical, mental, sensory, psychiatric or learning impairment, including impairment relating from or related to hearing, seeing, vocal, mobility, agility, pain, neurological, memory, development, psychological or addiction.

¹¹ "2SLGBTQ+" is defined as a member of the Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, or Plus community.

¹² Includes all U.S. employees, except those on LTD.

¹³ Person who identifies as American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, or two or more races.

¹⁴ U.S. Equal Employment Opportunity ("EEO") Commission category A which refers to executive/senior-level officials and managers.

¹⁵ U.S. Equal Employment Opportunity ("EEO") Commission category A which refers to first/mid-level officials and managers.



Workforce Profile¹

Canada					
Province or Territory²	Full-time 2023	Part-time³ 2023	2023 Total	2022 Total	2021 Total
Alberta	3,720	693	4,413	4,225	4,112
British Columbia	3,452	1,038	4,490	4,524	4,223
Manitoba	430	136	566	551	546
New Brunswick	2,169	120	2,289	2,210	2,132
Newfoundland and Labrador	112	35	147	147	143
Northwest Territories	6	3	9	8	9
Nova Scotia	1,268	106	1,374	1,419	1,383
Ontario	49,228	4,678	53,906	52,178	47,068
Prince Edward Island	48	15	63	65	59
Quebec	4,726	1,085	5,811	5,557	5,306
Saskatchewan	392	95	487	487	482
Yukon	13	6	19	17	17
Total Canada	65,564	8,010	73,574	71,388	65,480
U.S.					
State	Full-time 2023	Part-time³ 2023	2023 Total	2022 Total	2021 Total
Connecticut	664	115	779	671	647
Delaware	479	22	501	449	417
District of Columbia	100	7	107	87	75
Florida	2,729	413	3,142	2,818	2,396
Maine	2,471	95	2,566	2,704	2,778
Maryland	261	22	283	259	216
Massachusetts	1,343	162	1,505	1,511	1,459
Michigan	460	5	465	426	429

State	Full-time 2023	Part-time³ 2023	2023 Total	2022 Total	2021 Total
New Hampshire	631	79	710	760	733
New Jersey	7,211	868	8,079	7,814	7,407
New York	4,695	687	5,382	4,554	4,255
North Carolina	978	25	1,003	803	295
Pennsylvania	1,086	210	1,296	1,246	1,067
Rhode Island	121	9	130	124	106
South Carolina	3,586	121	3,707	3,683	3,186
Texas	239	0	239	168	111
Vermont	213	11	224	232	229
Virginia	273	39	312	273	259
Other ⁴	900	1	901	501	274
Total U.S.	28,440	2,891	31,331	29,083	26,339
International					
International	1,207	13	1,220	1,132	996
Total Global	95,211	10,914	106,125	101,603	92,815

¹ All data reflects employee headcount rather than full-time equivalent as of October 31, 2023.

² TD had no full-time, part-time or casual employees in Nunavut.

³ Part-time includes both part-time and casual employees.

⁴ U.S. states with less than 40 employees have been consolidated for the purposes of reporting.



Employees by Contract Type^{1,2}

	2023			2022			2021		
	Employees	Contractors	Total	Employees	Contractors	Total	Employees	Contractors	Total
Canada	73,574	3,264	76,838	71,388	3,875	75,263	65,480	3,269	68,749
U.S.	31,331	499	31,830	29,083	542	29,625	26,339	527	26,866
International	1,220	0	1,220	1,132	0	1,132	996	0	996
Global	106,125	3,763	109,888	101,603	4,417	106,020	92,815	3,796	96,611

¹ The data demonstrates that we predominantly hire direct employees and do not rely on a large contingent of contract workers to operate our business. We count contract workers as individuals who perform temporary services for TD but are not paid by TD and are not typically eligible for incentive bonus plans, vacation pay, benefits and retirement benefits from TD.

² All data reflects employee headcount rather than full-time equivalent.

Employees by Age Profile

	2023	2022	2021
55+ years	13.2%	12.8%	13.2%
25-54 years	78.0%	77.2%	77.2%
Under 25 years	8.8%	10.0%	9.6%

Investing in Talent¹

	2023	2022	2021
Employees who have worked at TD for more than 25 years	6,598	6,216	5,937
Job applicants in North America	1,567,863	1,281,974	967,362
Hiring manager interviews	62,161	87,253	70,823
Percentage of positions filled from within TD (Canada and the U.S.)	47.2%	48.6%	56.2%
Number of hires (internal and external)	37,892	54,867	41,160
Percentage of women hired	48.7%	52.4%	54.6%
Percentage of women promoted in Canada ²	52.5%	54.0%	54.2%

¹ Data reflects headcount rather than full-time equivalent.

² Figure represents the percentage of promotions earned by women in Canada.

Global Training and Development

	2023	2022	2021
Investing in training (in millions) ^{1,2}	\$127³	\$108	\$79
Investment in training per employee ^{1,2}	\$1,199	\$1,073	\$851
Amount employees received through TD's tuition assistance (in millions)	\$18.7	\$15.6	\$9.6
Average number of days of training ⁴	7.2	8.6	7.3
Average hours of training ⁴ per:			
Executive ^{5,6}	26.8	21.8	23
People manager ^{5,7}	44.1	36.8	32
Employee (non-manager) ^{5,8}	57.2	71.9	61

¹ Includes the courses available through TD's MyLearning System, as well as external courses, certificates and accreditations.

² Investment in training may not capture all project or program costs incurred by the business, including business transformation projects where learning-related costs are captured through a separate system. The increase in investment in 2023 resulted from an enterprise learning focus on enabling key business priorities along with an increase in expenses related to tuition and in-person learning opportunities.

³ Increase in investment in training in 2023 was a result of an Enterprise learning focus on enabling key business priorities and an increase in expenses related to tuition and in-person learning opportunities.

⁴ An average day is considered 8 hours for U.S. employees and 7.5 for all other employees.

⁵ Excludes training hours tracked outside of TD's MyLearning System because the data is not available and cannot be reasonably estimated.

⁶ Includes TD job levels AVP and above.

⁷ Includes an employee who has one or more direct reports.

⁸ Includes an employee who does not have any direct reports.



Employee Engagement

Progress on goals						
Objective	2024 Target	2023 Target	Progress	2023 Result	2022 Result	2021 Result
Provide a great place to work ¹	85%	85%	Met	✓ 87%	✓ 85% ²	✓ 84% ³
Provide an inclusive place to work ^{4,5}	84%	84%	Met	87%	87%	—

¹ This represents Overall Employee Engagement as measured using the TD Pulse Survey, which asks colleagues to rate their level of commitment and connection to TD and their role along three dimensions (intention to stay, pride in working at TD and job satisfaction) on a scale of one to five: Strongly Disagree (1), Disagree (2), Neither Agree Nor Disagree (3), Agree (4) and Strongly Agree (5). The percentages represent the average proportion of overall respondents who either agreed (4) or strongly agreed (5) with the first three statements shown in the Pulse Survey Results table. In 2023, the TD Pulse Survey response rate was 92%.

² Fiscal year 2022 target was 85%.

³ Fiscal year 2021 target was 84%.

⁴ Target is based on achieving results that are within the 75th percentile of a global benchmark (a three-year rolling benchmark), which is updated annually and consists of over 600 companies and 10 million responses, spanning geographies and industries.

⁵ The first year this data was disclosed was fiscal 2022.

Employee Engagement

	2023	2022	2021
Overall Employee Engagement ^{1,2}	✓ 87%	✓ 85%	✓ 84%
Women	88%	87%	86%
Men	87%	85%	84%
Inclusion KPI ^{2,3,4}	87%	87%	—
Women	88%	88%	—
Men	88%	88%	—

¹ TD measures overall employee engagement using the TD Pulse Survey, which asks colleagues to rate their level of commitment and connection to TD and their role along three dimensions (intention to stay, pride in working at TD and job satisfaction) on a scale of one to five: Strongly Disagree (1), Disagree (2), Neither Agree Nor Disagree (3), Agree (4) and Strongly Agree (5). The percentages under "Overall Experience" represent the average proportion of respondents in each group who either agreed (4) or strongly agreed (5) with the first three statements shown in the "Pulse Survey Results" table. In 2023, the TD Pulse Survey response rate was 92%.

² Disclosure includes men and women only. Although we collect data on individuals who identify as Non-Binary, Two-Spirit or other gender identities, we do not currently disclose this information. Totals may not add up given that this subset of data is not disclosed.

³ The Inclusion KPI is measured on a five-point scale and assesses colleagues' sense of belonging and authenticity.

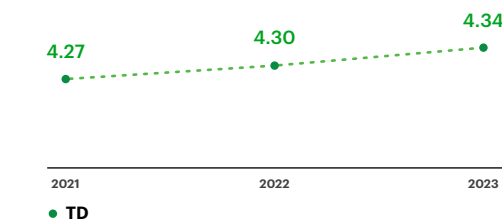
⁴ The first year this data was disclosed was fiscal 2022.

Pulse Survey Results¹

	2023	2022	2021
My work gives me a personal feeling of accomplishment	84%	83%	81%
I plan to be with TD one year from now	86%	85%	83%
I am proud to say I work for TD	89%	89%	89%
TD is doing the right things to make a positive impact in the communities in which it does business	85%	89%	88%
TD is doing the right things to make a positive impact on the environment	88%	87%	86%
TD supports employees' ambitions to get involved in corporate responsibility initiatives (e.g., community or environmental initiatives)	87%	87%	87%

¹ The percentages shown are the percentage of respondents selecting "Agree (4)" or "Strongly Agree (5)" on a scale of one to five.

Employee Engagement Index¹



¹ TD measures employee engagement using the TD Pulse Survey, which asks colleagues to rate their level of commitment and connection to TD and their role along three dimensions (intention to stay, pride in working at TD and job satisfaction) on a scale of one to five: Strongly Disagree (1), Disagree (2), Neither Agree Nor Disagree (3), Agree (4) and Strongly Agree (5). Data shown as the average of all responses to the first three questions in the "Pulse Survey Results table", on a scale of one to five: with Strongly Disagree (1), Disagree (2), Neither Agree Nor Disagree (3), Agree (4) or Strongly Agree (5) on a scale of one to five. In 2023, the TD Pulse Survey response rate was 92%.



Employee Turnover

Objective	2023 Results			2022 Results			2021 Results					
Provide a great place to work	Global turnover ¹			14.8%			20.4%			19.8%		

	2023			2022			2021 ⁴		
	Overall	Women	Men	Overall	Women	Men	Overall	Women	Men
Global turnover rate ¹	14.8%	15.9%	16.4%	20.4%	21.0%	22.4%	19.8%	18.7%	19.9%

Canada									
Voluntary ^{2,3}	✓ 11.1%	11.8%	13.7%	✓ 17.0%	17.0%	19.8%	✓ 14.7%	12.9%	15.8%
Involuntary ⁴	✓ 1.7%	1.5%	1.9%	✓ 1.9%	1.7%	2.2%	✓ 1.8%	1.5%	2.2%
Retirement	✓ 1.0%	1.4%	0.5%	✓ 1.2%	1.7%	0.6%	✓ 1.3%	1.6%	0.8%
Total – Canada⁵	✓ 13.8%	14.7%	16.1%	✓ 20.1%	20.4%	22.6%	✓ 17.8%	15.9%	18.8%

U.S.									
Voluntary ^{2,3}	✓ 12.8%	14.0%	12.9%	✓ 18.1%	18.6%	19.2%	✓ 19.7%	19.8%	18.8%
Involuntary ⁴	✓ 3.8%	3.7%	3.8%	✓ 2.6%	2.8%	2.4%	✓ 4.1%	4.0%	4.2%
Retirement	✓ 0.6%	0.7%	0.5%	✓ 0.7%	0.8%	0.5%	✓ 0.9%	1.1%	0.5%
Total – U.S.⁵	✓ 17.2%	18.4%	17.1%	✓ 21.5%	22.2%	22.1%	✓ 24.6%	24.8%	23.5%

¹ Global turnover rate includes voluntary turnover, involuntary turnover and retirements.
² Voluntary turnover occurs when an exit is employee-initiated. Turnover data exclude students/interns and contractors.
³ Voluntary turnover rates have decreased, with labour market conditions in the US and Canada normalizing through 2023. Customer and colleague experience metrics continue to be very strong, and business specific strategies have been effective in helping stabilize turnover and supporting our talent pipeline.
⁴ Involuntary turnover occurs when an exit is employer-initiated. Turnover data exclude students/interns and contractors.
⁵ Disclosure includes men and women only. Although we collect data on individuals who identify as Non-Binary, Two-Spirit or other gender identities, we do not currently disclose this information.

Workplace Health and Safety

Canada	2023	2022	2021
Minor workplace injuries ^{1,2}	260 (0.35%)	195 (0.27%)	162 (0.25%)
Disabling workplace injuries ^{1,3}	103 (0.14%)	86 (0.12%)	214 (0.33%)
Employee days absent beyond day of injury ⁴	2,005	1,754	3,212
Fatalities due to work-related accidents	0	0	0

U.S.			
Medical/report only claims filed through workers' compensation ⁵	206	208	344
Indemnity claims filed through workers' compensation	29	12	11
Employee days absent beyond day of injury ⁴	805	530	523
Fatalities due to work-related accidents	0	1	0

North America ⁶			
Absenteeism rate ^{7,8,9,10}	✓ 2.1%	✓ 2.4%	✓ 2.4%

¹ Figures in parentheses indicate accident statistics as a percentage of our workplace in the country noted, as at the end of the calendar year.
² Injuries that are treatable in the workplace with no time lost beyond the day of injury. 2023 figure reflects an increase, attributed to the shift to a hybrid work model with employees returning to the office.
³ Injuries that result in lost time in the workplace on any day following the injury for each of the years shown. 2022 figure shows a significant decrease in comparison to 2021 because of a reduction in work related COVID-19 instances. 2021 figure includes 152 work related COVID-19 instances.
⁴ The number and severity of disabling accidents has increased because of the shift to a hybrid work model.
⁵ Workers' compensation claims that require no lost time and/or no activity other than generating a report.
⁶ Absenteeism rate for North America includes TD Insurance, TD Bank Group and TD AMC.
⁷ Represents the number of, or our calculated estimate of the number of, sick days taken due to minor illnesses or minor workplace injury, and personal days taken, as reported in our online time reporting system, divided by the average full-time equivalent hours for each region. Weighted average is applied to the constituent businesses to attain a combined rate for North America. Due to limitations on available data, in some cases estimates have been used, primarily as discussed in footnote 10; therefore, the actual absenteeism rate may differ.
⁸ The North American absenteeism rate is inclusive of unplanned short-term absences. The absenteeism rate excludes planned absences related to additional time-off provided to employees (e.g., TD Total Well-being Day). The absentee rate also excludes permitted leave absences such as holidays, study, parental leave, and compassionate leave.
⁹ For Canada, data was pulled directly from our online time reporting system. The data in this system (absent hours and absence reason) is entered by the employee. For TD Insurance-General Insurance employees only, their people managers' approval is also required on the online time reporting system.
¹⁰ U.S. days lost due to workplace injury are estimated by an external vendor responsible for managing all workplace injury claims, based on the total number of claims through the fiscal year. The balance of the U.S. portion of the absenteeism rate was composed of unplanned absences and was calculated using employee entries in the online time reporting system. In January 2022, methodology for calculating U.S. absenteeism rates was updated. The new methodology is more specific and is more consistent with how absenteeism rates are calculated for Canada. These methodology changes mean that we no longer need to calculate an estimation of paid time off requests. Prior to January 2022, for the U.S. (28.75% of the weighted average), an estimation was used that 24% of paid time off represents sick days and personal days taken.



Financial Access

Progress on goal		
Target	Progress	2023 Result
Reach 500,000 participants through TD-led and supported financial education initiatives in Canada and the U.S. in 2024 ¹	New target	Results to be reported in 2024 Sustainability Report

¹ Participants include customers and community members who take part in or receive information through sessions or programs in Canada and/or the U.S. that aim to improve their financial knowledge. "TD-led" initiatives include activities facilitated or delivered directly by TD. "TD-supported" initiatives include programs facilitated by or with charitable organizations that are both partially and fully funded by TD. Due to data and practical limitations, participants may be counted toward this target where they attend only part of a session or program. In addition, the number of participants reported may not reflect unique participants, as participants might engage with multiple programs. Prior to 2021, TD had a target for TD-supported financial education, which has now been broadened and recalibrated to reflect our current approach and ambition.

Financial Education^{1,2}

North America	2023	2022	2021
Investment in community financial education programs (in millions)	\$8.0	\$6.3	\$6.7
Number of participants in community financial education programs	400,061	339,656	275,784
U.S.			
Number of financial education classes	1,053	659	492
Number of attendees: financial education classes	21,311	17,836	12,924

¹ Participants include people who take part in or receive information from an initiative or program in Canada or the U.S. which aims to improve their financial habits, knowledge, skills or attitudes. TD- sponsored programs include programs both partially and fully sponsored by TD.

² Limited in-person financial education events were held in fiscal 2021 due to COVID-19, which resulted in fewer total events and attendees. In 2021, many of the organizations that TD worked with and supported cancelled in-person activities and pivoted to alternative forms of program delivery. This meant that many organizations were unable to reach a similar number of beneficiaries as they had in previous years of their initiative(s). In 2023, not-for-profit organizations providing financial education continued their post-pandemic recovery, but organizational capacity has not yet reached pre-2020 levels.

U.S. Financial Education Programs¹

Financial education category	All events total	All attendees total	LMI events ²	LMI attendees ²
Adult (general)	190	3,027	101	1,520
Homebuyer	269	4,839	171	3,073
Small business	296	6,528	92	2,115
Youth (grades K-12 ages)	219	5,333	59	1,161
Grand total	1,053	21,311	461	8,679

¹ Participants include people who take part in or receive information from an initiative or program in Canada or the U.S. which aims to improve their financial habits, knowledge, skills or attitudes. TD- sponsored programs include programs both partially and fully sponsored by TD.

² Events tailored to low-to-moderate-income (LMI) communities.



Donations

Progress on goal				
Target	Progress	2023	2022	2021
TD is targeting \$1 billion by 2030 towards community giving (in millions) ^{1,2}	On track	\$685	\$528 ³	\$381

¹ Figures are disclosed in CAD equivalent and include any donation commitments recognized as a legal obligation or a constructive obligation and expensed in the fiscal year before they were paid out. Figure does not include donations made through TD Friends of the Environment Foundation.

² Cumulative progress on goal starting from 2019.

³ 2022 results included a US\$5 million commitment expensed in 2022 and paid out over the next five years.

Performance Trends: Donations	2023	2022	2021
Canada (in millions)	\$108	\$100	\$92
U.S. (in millions USD)	\$34	\$34 ¹	\$27
Global Total (in millions) ^{2,3,4}	\$157	\$147	\$125

¹ 2022 results included a US\$5 million commitment expensed in 2022 and paid out over the next five years.

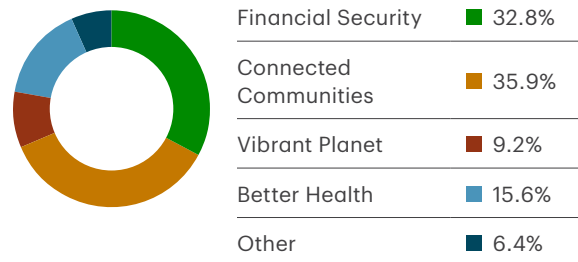
² All amounts converted into Canadian dollars using Bank of Canada exchange rates.

³ Figures are disclosed in CAD equivalent and include any donation commitments recognized as a legal obligation or a constructive obligation and expensed in the fiscal year before they were paid out. Figure does not include donations made through TD Friends of the Environment Foundation.

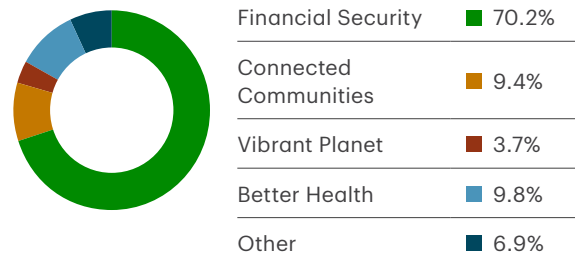
⁴ TD is a signatory of the Imagine Canada Caring Company Program.

2023 Percentage Breakdown of Our Giving by TD Ready Commitment Driver¹

Canada



U.S.



¹ Totals may not add up due to rounding.

Detailed Breakdown by Program

Program	2023	2022	2021
TD Friends of the Environment Foundation			
Total donations (in millions) ¹	\$4.3	\$4.0	\$3.9
Number of projects	542	570	551
TD Charitable Foundation			
Total donations (in millions USD) ²	\$22.7	\$21.1	\$20.4
TD Bank Community Development Programs			
Community development loans (in billions USD)	\$3.0	\$2.2	\$1.9
Tax credit programs and other investments for LMI individuals and families (in millions USD) ³	\$664	\$477	\$384
Affordable Housing			
Office of Charitable and Community Giving affordable housing donations (in millions USD) ⁴	\$10.86	\$8.6	\$7.1
Community development loans for LMI areas (in millions USD)	\$1,722	\$1,134	\$890
Number of units supported by community development loans	7,374	7,273	7,389
Low-Income Housing Tax Credits (in millions USD)	\$488	\$382	\$327

¹ Donations include contributions from customer and non-customer donors that are distributed in the communities in which they are made, as well as donations from TD Bank Group.

² The TD Charitable Foundation is the charitable giving arm of TD Bank. It is fully funded by TD Bank.

³ Total investments are funded by TD Bank's Community Capital Group only. These investments are made on behalf of TD Bank, N.A. and TD Bank USA NA; it does not include grants (TD Charitable Foundation) or mortgage-backed securities (Treasury).

⁴ In 2022, the scope of this metric was updated from TD Charitable Foundation to the Office of Charitable and Community Giving.



2023 LBG Community Investment Summary¹

Type of contribution	Total amount
Cash contributions ²	\$133,381,429
Employee Time During Work Hours	\$1,974,369
In-Kind Investments	-
Total Program Management Costs	\$11,517,369
Total Value of Company Investment	\$146,873,166

¹ LBG (formerly London Benchmarking Group) is a network of corporate community investment professionals that work together to apply, develop and enhance the LBG measurement framework. Since there are no generally accepted accounting principles to inform how “community giving” is reported, different companies have historically taken different approaches to arrive at their numbers. LBG’s measurement framework provides an approach to measuring the real value and impact of corporate community investment to both business and society and is the global standard for measuring community contributions. As an external third party, LBG Canada provides a standardized approach for valuing community investment and reviews each participant’s reported community giving to verify whether or not the approach has been followed. In addition to TD’s own calculations, we ask LBG Canada to assess our data and calculate our corporate giving based on their methodology, which helps to account for the broader impacts of our financial contribution. This may result in variances between TD’s calculation of its total donations and LBG’s assessment of TD’s community investment contributions, based on eligibility criteria of specific investments and program management costs.

² Cash contributions include grants made by TD (in Canada and the U.S.) and the Office of Charitable and Community Giving, including the TD Charitable Foundation.

Progress on goal		
Target	Progress	2023 Result
US\$2.8 billion in small business loans ¹ to businesses with gross annual revenue ≤\$1MM and/or small businesses located in low- and moderate- income ² geographies in the U.S. from 2024 to 2026 ³	New target	Results to be reported in 2024 Sustainability Report
\$12 billion in loans and other credit facilities through TD Small Business Banking from 2023 to 2030 ⁴	On track	\$1.5 billion

¹ Small business loans are defined consistent with the *Community Reinvestment Act* (“CRA”) regulations in effect at the time of loan origination.

² As defined in CRA regulations, low-income community means there is a median family income of less than 50% of the area median income. A moderate-income community means that the median family income is at least 50% and less than 80% of the area median income.

³ This target represents the cumulative amount of new financing and refinancing activities over three years, from January 1, 2024, to December 31, 2026. A portion of this target is also eligible for the \$500 billion Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.

⁴ Includes loans and other credit facilities (including all Small Business Banking credit products such as loans, line of credit, overdraft protection and loans with government or Crown Corporation guarantees) to businesses where the credit amount is approximately \$1.5 million or less. The target represents the cumulative amount of new financing and refinancing activities over eight years, from November 1, 2022, to October 31, 2030. Progress toward this target does not contribute to the Sustainable & Decarbonization Finance Target, and there are differences in inclusion criteria and associated measurement between this target and the Sustainable & Decarbonization Finance Target.

Support for Small Businesses

Canada	2023	2022	2021
Total value of small business loans and other credit facilities (in billions) ¹	\$1.5	\$1.9	\$2.2
Number of small business loans and other credit facilities ¹	18,100+	15,900+	14,700+
Canada Small Business Financing Program (in millions)	\$196	\$171	\$165
U.S.			
Total value of small business loans and other credit facilities (in billions USD) ¹	\$0.9	\$0.9	\$0.8
Number of small business loans and other credit facilities ¹	55,748	38,484	23,571
Total amount of lending through the 504 loan program (in millions USD) ²	\$68	\$76	\$133
Total amount of lending through the 7a/SBA Express loan program (in millions USD) ²	\$484	\$244	\$377
Number of 504 loans funded ²	43	45	66
Number of 7a/SBA Express loans funded ²	3,811	2,093	1,437
Number of Digital Applications for Small Business	10,997	10,041	10,832
Amount requested through Digital Applications for Small Business (in millions USD) ³	\$767	\$533	\$337
Average size of loan requested through Digital Applications for Small Business (in USD) ³	\$69,764	\$53,137	\$31,076

¹ The total value of authorized small business loans and other credit facilities in the reporting period does not include the Canada Emergency Business Account (Canada) or the Paycheck Protection Program (U.S.) government loan programs that were offered to support small business during the COVID-19 pandemic.

² The 7(a) loan program is the Small Business Administration’s primary program for providing financial assistance to small businesses. 504 loans lend long-term fixed-rate financing to approved small businesses to acquire fixed assets for either expansion or modernization, generally used for the purchase of own user commercial real estate. 504 performance can fluctuate due to changes in real estate markets or other external factors. TD often offers customers both 7a and 504 loan options, so some years, more customers opt into 7a loans.

³ Fiscal 2023 amounts increased compared to 2022 because the Digital Application for Small Businesses was enhanced, which made it easier for customers to apply a wider range of loan products in higher amounts. Fiscal 2022 amounts increased compared to 2021 as a result of the Paycheck Protection Program (PPP) ending.



Housing Access

Progress on goals		
Target	Progress	2023 Result
\$12 billion in affordable housing financing in Canada and the U.S. from 2023 to 2030 ¹	On track	\$1.97 billion
US\$10 billion in home lending to low- and moderate- income and/or minority ² borrowers and geographies in the U.S. from 2024 to 2026 ³	New target	Results to be reported in 2024 Sustainability Report

¹ Includes the activities outlined in the “Affordable and Community Housing” category of the Sustainable & Decarbonization Finance Target, with the exception of residential real estate purchases. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details. This \$12 billion affordable housing financing target covers key business activities of the Bank, including lending, financing, underwriting and advisory services. The target represents the cumulative amount of new financing and refinancing activities over eight years, from November 1, 2022, to October 31, 2030. Progress toward this target is also counted toward the Sustainable & Decarbonization Finance Target and is reported for activities in both Canada and the U.S.

² The term “minority,” for the purpose of this target, means Black or African American, Hispanic, Asian, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander.

³ Includes, within the TD Bank N.A.’s facility-based assessment areas, TD-originated residential mortgage loans to minority borrowers, borrowers residing in majority-minority census tracts, LMI borrowers, and borrowers residing in LMI census tracts, and TD-purchased residential mortgage loans to LMI borrowers and borrowers residing in LMI census tracts. The target represents the cumulative amount of TD-originated mortgage loans and TD-purchased residential mortgage loans over three years, from January 1, 2024, to December 31, 2026. A portion of the target is eligible for the Sustainable & Decarbonization Finance Target. Please see the [TD Sustainable & Decarbonization Finance Target Methodology](#) for details on the activities eligible for inclusion toward that Target.