



# TD GRI Index 2018-2021

This document contains the TD GRI index for 2018, 2019, 2020, and 2021

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## 2018 GRI Index

TD has used the Global Reporting Initiative (GRI) framework for sustainability reporting since 2007. TD's 2018 ESG Report has been written in accordance with the GRI Standards: Core option. Our reporting also includes some disclosures from the Comprehensive in accordance option and relevant disclosures from the G4 Sector Supplement for the Financial Services Industry. In addition to GRI, we have also chosen to link some of our disclosures to SASB (Sustainability Accounting Standards Board).

## GRI 102: General Disclosures 2016

### Organizational Profile

Disclosure	Description
	Reference or Response
102-1	<b>Name of the organization</b>
	TD Bank Group
102-2	<b>Activities, brands, products, and services</b>
	The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Group. TD is the sixth largest bank in North America by branches and services more than 25 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, which includes Canadian personal and commercial banking, wealth and insurance businesses, U.S. Retail which includes U.S. personal and business banking, wealth management services, the Bank's investment in TD Ameritrade, and Wholesale Banking which includes Global Markets services, Corporate and Investment Banking. TD also ranks among the world's leading online financial services firms, with more than 12 million active online and mobile customers. TD had \$1.3 trillion in assets on

October 31st, 2018 and 84,383 average full-time equivalent employees in FY2018. The Toronto-Dominion Bank trades under the symbol 'TD' on the Toronto and New York Stock Exchanges.

**See also:**

[AR](#) page 25.

[AR](#) pages 29-30 (Key Canadian Product Groups), page 35 (Key U.S. Product Groups), page 38 (Wholesale Banking Lines of Business).

102-3

**Location of headquarters**

Toronto, Canada

102-4

**Location of operations**

**Where we operate:** TD predominately operates in Canada and the Eastern seaboard of the U.S. which is the focus of this ESG Report.

**Americas:** Barbados, Bermuda, Cayman Islands, Canada, United States.

**Europe:** Amsterdam-The Netherlands, Dublin- Ireland, Luxembourg, United Kingdom.

**Asia-Pacific:** Sydney-Australia, Hong Kong, Mumbai- India, Seoul- South Korea, Shanghai- China, Singapore, Tokyo- Japan, Tel-Aviv- Israel.

[AR](#) page 212-213 List of Significant Subsidiaries.

102-5

**Ownership and legal form**

The Toronto-Dominion Bank is chartered under the Bank Act (Canada). It was formed on February 1st, 1955 through the amalgamation of The Bank of Toronto, chartered in 1855, and The Dominion Bank, chartered in 1869. The Toronto-Dominion Bank trades under the symbol 'TD' on the Toronto and New York Stock Exchanges.

102-6

**Markets served**

TD is the fifth largest bank by total assets in North America by branches and serves over 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, U.S. Retail and Wholesale Banking.

**Canadian Retail includes:** TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance.

**U.S. Retail includes:** TD Bank, America's Most Convenient Bank®, TD Auto Finance U.S., TD Wealth (U.S.), and an investment in The Charles Schwab Corporation.

**Wholesale Banking includes:** TD Securities.

For more detailed information on our markets served see [AR](#) page 25-42.

**102-7**

**Scale of organization**

At the end of FY2018, TD reported CDN \$12,183 million in adjusted net income, up from CDN \$10,587 million in FY2017, 91,868 employees, maintained 2,355 branches and stores across Canada and the U.S. TD operates internationally through our offices in the Americas, Europe and Asia-Pacific.

For total capitalization, see [AR](#) Financial Highlights on page 14.

For quantity of products or services provided, see the Business Segment Analysis in the [AR](#) pages 25-42.

**102-8**

**Information on employees and other workers**

2018 TD Bank Group Workforce Profile

[ESG Report](#) page 42

[ESG Appendix](#) page 12

**102-9**

**Supply chain**

[ESG Report](#) page 30

**102-10**

**Significant changes to the organization and its supply chain**

Significant events in 2018: On November 1st, 2018, the Bank acquired 100% of the outstanding equity of Greystone Capital Management Inc., the parent company of Greystone Managed Investments Inc. (Greystone).

For more information see [AR](#) page 18.

There were no significant changes in TD's supply chain for FY2018.

**102-11**

**Precautionary Principle or approach**

[ESG Report](#) page 52 on Risk Management

[ESG Report](#) page 16-18 on Responsible Finance

[ESG Report](#) page 19-20 on Responsible Investing

**102-12**

**External initiatives**

- Equator Principles
- Principles of Free, Prior and Informed Consent
- Universal Declaration of Human Rights
- BSR Working Group on Human Rights
- Leadership in Energy and Environmental Design (LEED)
- Carbon Pricing Leadership Coalition
- Corporate Buyers Renewable Energy Principles
- Green Bond Principles

	<ul style="list-style-type: none"> <li>-RE100</li> <li>-UNEP Financial Initiative (North America)</li> <li>-UN PRI (Principles for Responsible Investment)</li> <li>-UN PSI (Principles for Sustainable Insurance)</li> <li>-CBA TCFD Working Group and UNEP FI TCFD Pilots</li> </ul>
<b>102-13</b>	<b>Memberships and associations</b>
	<p><b><a href="#">Memberships and Affiliations</a></b> List of Stakeholder Engagements on Environmental and Social Topics</p>

## Strategy

Disclosure	Description
	Reference or Response
<b>102-14</b>	<b>Statement from senior decision-maker</b>
	<b><a href="#">ESG Report</a></b> page 1
<b>102-15</b>	<b>Key impacts, risks, and opportunities</b>
	<p>Introduction to each material topic in the <b><a href="#">ESG Report</a></b> for a description of the key impacts, opportunities and effects on stakeholders.</p> <p><b><a href="#">ESG Report</a></b> page 9 Scorecard and Goals.  <b><a href="#">AR</a></b> page 67-71 Risk Factors and Management: Risk Factors That May Affect Future Results.  <b><a href="#">AR</a></b> page 74-102 Risk Factors and Management: Managing Risks for an explanation on how TD approaches Risk Management.  <b><a href="#">AR</a></b> page 103 Environmental Risk for an explanation on how TD approaches Environmental Risk.</p>

## Ethics and Integrity

Disclosure	Description
	Reference or Response
<b>102-16</b>	<b>Values, principles, standards, and norms of behaviour</b>
	<b><a href="#">AR</a></b> page 1 <b><a href="#">Code of Conduct</a></b>
<b>102-17/SASB</b>	<b>Mechanisms for advice and concerns about ethics</b>

## Governance

Disclosure	Description
	Reference or Response
102-18	<p><b>Governance structure</b></p> <p><a href="#">Corporate Governance Structure</a>  <a href="#">Corporate Governance: Committees of the Board</a>  <a href="#">ESG Report</a> page 3 Corporate Citizenship Governance Structure  <a href="#">Diversity Governance</a>  <a href="#">ESG Report</a> page 52</p>
102-20	<p><b>Executive-level responsibility for economic, environmental, and social topics</b></p> <p><a href="#">ESG Report</a> page 55 on Corporate Governance &amp; Integrity  <a href="#">TCFD Report</a> page 4  <a href="#">2018 CDP Response</a> page 8-20</p>
102-21	<p><b>Consulting stakeholders on economic, environmental, and social topics</b></p> <p><a href="#">List of Stakeholder Engagements on Environmental and Social Topics</a></p>
102-22	<p><b>Composition of the highest governance body and its committees</b></p> <p>Board Diversity (as of October 31st, 2018)                      % of female Directors: 36%                      % of visible minority Directors: 14%                      % of independent Directors: 93%</p> <p>Average tenure: 7 years</p> <p><b>More information:</b>                      A full description of the tenure, experience and skills of TD's Board of Directors can be found in our <a href="#">PC</a> page 8-15  <a href="#">PC</a> page 66 for Director Independence  <a href="#">PC</a> page 74-75 for Diversity Policy</p>
102-23	<p><b>Chair of the highest governance body</b></p> <p>The Chair of the Board and the Chief Executive Officer of TD Bank Group are separate roles.</p>
102-24	<p><b>Nominating and selecting the highest governance body</b></p>

	<p><a href="#">PC</a> page 73 for Nomination of directors  <a href="#">PC</a> page 74 for Competencies and Skills Matrix</p>
102-25	<p><b>Conflicts of interest</b></p> <p><a href="#">PC</a> page 73 for Director conflict of interest</p>
102-26	<p><b>Role of the highest governance body in setting purpose, values, and strategy</b></p> <p>The Corporate Governance Committee has oversight of TD's Corporate Responsibility strategy and performance. The following responsibilities are included in the committee charter:</p> <ul style="list-style-type: none"> <li>-Review the bank's annual Corporate Responsibility Report with management focusing on enhanced disclosures on environmental and social issues.</li> <li>-Receive management's presentation on international ESG trends, including the bank's disclosures in alignment with the recommendations of the Financial Stability Board's Task Force on Climate-related Financial Disclosures.</li> <li>-Receive briefings on the development and launch of the bank's "The Ready Commitment" including the bank's involvement in contributing to sustainable development goals and community giving.</li> <li>-Keep abreast of international trends and best practices in corporate disclosure of non-financial performance</li> <li>-Update the Board on social and environmental issues as necessary</li> <li>-Prior to any required Board approval, reviewing the bank's statement on human trafficking and slavery.</li> </ul> <p>The Corporate Citizenship Council (CCC) composed of senior executives from the bank's main business segments and corporate functions. The CCC is responsible for approving environmental strategy and performance standards, and communicating these throughout the business.</p> <p><a href="#">Corporate Governance Committee Charter</a>  <a href="#">AR</a> page 103 on Environmental Risk</p>
102-27	<p><b>Collective knowledge of the highest governance body</b></p> <p>Sustainability is a key part of TD's strategy and is managed within a framework of internal control, governance and risk management process.</p> <p><b>More information:</b>  <a href="#">ESG Report</a> page 54  <a href="#">Diversity Governance</a></p>
102-28	<p><b>Evaluating the highest governance body's</b></p>

	<a href="#">PC</a> page 76
102-29	<p><b>Identifying and managing economic, environmental and social impacts</b></p> <p>Feedback from stakeholders is reviewed and discussed at the ESG Steering Committee and the Corporate Citizenship Council. See also the feedback from stakeholders in the <a href="#">ESG Report</a>, and the <a href="#">List of Stakeholder Engagement on Environmental and Social Topics</a>.</p>
102-30	<p><b>Effectiveness of risk management processes</b></p> <p>See disclosure GRI 102-26  <a href="#">Corporate Governance Committee Charter</a>  <a href="#">PC</a> page 75-76 for Board Assessments  <a href="#">AR</a> page 103</p>
102-31	<p><b>Review of economic, environmental, and social topics</b></p> <p><a href="#">ESG Report</a> page 3  <a href="#">PC</a> page 34 and 81</p>
102-32	<p><b>Highest governance body's role in sustainability reporting</b></p> <p>The CEO approves the ESG Report.</p>
102-33	<p><b>Communicating critical concerns</b></p> <p>Shareholders, employees and other interested parties may communicate with the Board through the Board Chair.</p> <p><b>By mail:</b>  Mr. Brian M. Levitt  Chair of the Board  The Toronto-Dominion Bank  P.O. Box 1, Toronto-Dominion Centre  Toronto, Ontario M5K 1A2</p> <p><b>By email:</b>  c/o TD Shareholder Relations to <a href="mailto:tdshinfo@td.com">tdshinfo@td.com</a></p>
102-35	<p><b>Remuneration policies</b></p> <p><a href="#">PC</a> page 26-49 for full details on executive compensation</p>
102-36	<p><b>Processes for determining remuneration</b></p> <p><a href="#">PC</a> pages 26-49</p>
102-37	<b>Stakeholders' involvement in remuneration</b>



[PC](#) page 26

At TD's AGM, shareholders may cast a non-binding vote on the advisory to executive compensation. The results can be found on our website. For FY2018, the motion received 93.5% support.

## Stakeholder Engagement

Disclosure	Description
	Reference or Response
102-40	<p><b>List of stakeholder groups</b></p> <p>TD's primary stakeholders include: customers, employees, shareholders/investors and government regulators. Our secondary stakeholders include: community organizations, industry associations, suppliers and non-governmental organizations.</p> <p><b>More information:</b> <a href="#">ESG Report</a> page 6 'How we listen to stakeholders' Overview of TD's Materiality Process and Approach to Stakeholder Engagement for a list of external stakeholders we engage with for the purposes of our annual ESG Report List of Stakeholder Engagement on Environmental and Social Topics for a list of stakeholders that engage with TD on a wide range of topics.</p>
102-41	<p><b>Collective bargaining agreements</b></p> <p>TD General Insurance has a long-established bargaining unit of approximately 182 employees, or 0.20% of our total employee population, represented by Teamsters Union at one of our Montreal locations.</p>
102-42	<p><b>Identifying and selecting stakeholders</b></p> <p>Every two years we conduct a formal materiality assessment to identify, prioritize and validate the evolving material issues we face. Our most recent assessment was for this FY2018 ESG Report. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining out material topics. <a href="#">Overview of TD's Materiality Process and Approach to Stakeholder Engagement</a> for an explanation of our stakeholder engagement</p>
102-43	<p><b>Approach to stakeholder engagement</b></p> <p><a href="#">Overview of TD's Materiality Process and Approach to Stakeholder Engagement</a> for a list of stakeholders engaged for the purposes of the report and our approach to engagement.</p>

102-44	<p><b>Key topics and concerns raised</b></p> <p>TD conducts a materiality assessment every two years, the last one was conducted in 2018. For 2018, key topics are: Customer Experience, Data Security and Privacy, Social and Economic Inclusion, Product and Service Responsibility, Climate Change, Responsible Financing, Diversity and Inclusion, Talent Attraction, Engagement and Retention, Human Capital Development.</p>
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## Reporting Practice

Disclosure	Description
	Reference or Response
102-45	<p><b>Entities included in the consolidated financial statements</b></p> <p><a href="#">AR</a> page 212-213 for a list of significant subsidiaries            TD has two philanthropic foundations which are not owned and operated by TD Bank Group and are therefore not part of our consolidated financial statements. These are:  <a href="#">TD Friends of the Environment</a>  <a href="#">TD Bank Charitable Foundation</a>  <a href="#">AR</a> page 120-121 for Assurance of Financial Statements</p>
102-46	<p><b>Defining report content and topic boundaries</b></p> <p>The Boundary of TD's ESG Report encompasses all of TD's wholly-owned operations and activities which are organized around the following operating business segments: Canadian Retail, U.S. Retail and Wholesale Banking.</p> <p>We conduct a formal materiality analysis every two years to identify, prioritize and validate the evolving environmental, social and governance issues for TD. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining of our material topics. This process helps us track stakeholder interests and concerns and identify new issues as they emerge.</p> <p>The findings drive our corporate citizenship strategy and the information we provide in this report. Report contents are aligned to material topics as identified by key stakeholders.</p> <p>Ways in which TD uses GRI's Reporting Principles for Defining Report Content: Stakeholder Inclusiveness: TD engages with a wide variety of stakeholders through various channels and for many purposes including input on topics for the annual ESG report. TD identifies its stakeholders for</p>

the reporting process based on their relationship with the Group, influence or knowledge on current and emerging ESG topics.

**Sustainability Context:** TD develops initiatives and projects that look to address larger scale sustainability issues (such as the shift to a low-carbon economy).

**Materiality:** TD reports on sustainability topics which are of significant importance to its stakeholders and topics that TD may impact.

**Completeness:** This report covers material topics and their Boundaries for the 2018 reporting cycle. Topics have been prioritized and presented in order to provide a comprehensive picture of TD's activities and impacts in the reporting year.

[ESG Report](#) page 6 and 7

[Overview of TD's Materiality Process and Approach to Stakeholder Engagement](#)

[GRI Boundary Table](#)

[List of Stakeholder Engagement on Environmental and Social Topics.](#)

102-47	<b>List of material topics</b>
	<a href="#">ESG Report</a> page 7 <a href="#">GRI Boundary Table</a>
102-48	<b>Restatement of information</b>  Restatements are provided in the text and footnotes of the ESG Report as well as in the footnotes of the ESG Appendix.
102-49	<b>Change in reporting</b>  There have been no significant changes on the list of material topics or topic Boundaries.
102-50	<b>Reporting period</b>  TD's Fiscal Year: November 1st 2017-October 31st 2018.
102-51	<b>Date of most recent previous report</b>  TD's 2017 Corporate Responsibility Report (April, 2017).
102-52	<b>Reporting cycle</b>  Annual
102-53	<b>Contact point for all questions regarding the report</b>  Email address for questions about our ESG Reporting and performance: <a href="mailto:crreport@td.com">crreport@td.com</a>

102-54	<p><b>Claims of reporting in accordance with the GRI Standards</b></p> <p>This report is written in accordance with the GRI Standards: Core option.</p>
102-55	<p><b>GRI content index</b></p> <p>This table.</p>
102-56	<p><b>External Assurance</b></p> <p>Ernst &amp; Young performed a limited assurance engagement for a selection of TD's social and environmental disclosures including TD's GHG emissions and Carbon Neutral Schedule. Ernst and Young LLP is the bank's financial auditor. The Audit Committee is accountable for audit services conducted across the bank.</p> <p>2018 Assurance Statement 2018 Assurance Statement on the Green Bond Schedule</p>

## Environmental

### Material Topic: Climate Change

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its boundary</b></p> <p><a href="#">ESG Report</a> page 37 <a href="#">GRI Boundary Table</a> page 3</p> <p>We believe that managing risks and opportunities related to climate change will be increasingly important to our sustainability as a business. The special report: "Global Warming of 1.5oC" released by the IPCC in 2018 <a href="https://www.ipcc.ch/sr15/">https://www.ipcc.ch/sr15/</a> is clear about the consequences for the environment and the economy if climate change is unchecked, but it also demonstrates that there are pathways to limit the worst of these impacts if decisive action is taken in the near future. A changing climate can lead to increased credit risk, insurance risk, market risk, and other risks across TD's businesses, as well as operational risk to our physical footprint. We believe</p>

	<p>financial institutions have an important role to play in addressing climate-related impacts to their businesses and their clients, and in supporting the transition to a low-carbon economy.</p> <p><b>Accountability:</b> EVP &amp; Global Chief Marketing Officer, Global Head, Sustainability and Corporate Citizenship and AVP &amp; Head of Environment.</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 13-15  <a href="#">2018 Environmental Goals and Scorecard Environment Policy</a> 2021 Performance Data pages 84-105  <a href="#">2018 TD's Ongoing Energy, GHG, and Water Reduction Initiatives</a> pages 20-25  <a href="#">2018 CDP Submission</a>  <a href="#">TD's List of Renewable Energy Credits and Offset Providers</a>  LC Report</p> <p>Ways we measure our approach: Energy, GHG, water and paper reductions, LEED-certified buildings, waste diversion, our carbon neutral commitment, RECs and offsets, our contributions to the low-carbon economy.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 13-15</p>

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
201-2	<p><b>Financial implications and other risks and opportunities due to climate change</b></p> <p><a href="#">ESG Report</a> page 37  <a href="#">2018 CDP Submission</a>  <a href="#">TD's Environment Policy</a>  <a href="#">ESG Report</a> page 52  <a href="#">Environmental and Social Credit Risk Process</a>  <a href="#">AR</a> page 103 on Environmental Risk  <a href="#">TCFD Report</a>  LC Report</p> <p>SDG 13.1: Climate change resilience and adaptive capacity</p>

## GRI 302: Energy 2016

Disclosure	Description
	Reference or Response
302-1	Energy consumption within the organization
	<a href="#">2018 ESG Appendix</a> page 3 <a href="#">Notes to GHG Emissions</a>
302-3	Energy intensity
	<a href="#">2018 ESG Appendix</a> page 3  TD calculates energy intensity: <ul style="list-style-type: none"> <li>• Electricity intensity (GJ per square foot)</li> <li>• Electricity intensity (GJ per million dollar revenue)</li> </ul>
302-4	Reduction of energy consumption
	<a href="#">2018 TD's Ongoing Energy, GHG, and Water Reduction Initiatives</a>

## GRI 303: Water and Effluents 2018

Disclosure	Description
	Reference or Response
303-5	Water consumption
	<a href="#">2018 ESG Appendix</a> page 5

## GRI 305: Emissions 2016

Disclosure	Description
	Reference or Response
305-1	Direct (Scope 1) GHG emissions
	<a href="#">2018 ESG Appendix</a> page 2 <a href="#">Notes to GHG Emissions</a>

305-2	Energy indirect (Scope 2) GHG emissions
	<a href="#">2018 ESG Appendix</a> page 2 <a href="#">Notes to GHG Emissions</a>
305-3	Other indirect (Scope 3) GHG emissions
	<a href="#">2018 ESG Appendix</a> page 4 <a href="#">Notes to GHG Emissions</a>
G4FS-EN15	Business travel
	<a href="#">2018 ESG Appendix</a> page 4
305-4	GHG emissions intensity
	<a href="#">2018 ESG Appendix</a> page 2
305-5	Reduction of GHG emissions
	<a href="#">2018 TD's Ongoing Energy, GHG, and Water Reduction Initiatives</a> <a href="#">2018 ESG Appendix</a> page 7 for reductions by TD Auto Finance and TD Insurance customers

## GRI 306: Effluents and Waste 2016

Disclosure	Description
	Reference or Response
306-2	Waste by type and disposal method
	<a href="#">2018 ESG Appendix</a> page 4

## Material Topic: Responsible Financing

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	Explanation of the material topic and its boundary
	<a href="#">ESG Report</a> page 16 <a href="#">GRI Boundary Table</a>

Financial institutions such as TD, through their resources and expertise, have a unique opportunity to impact businesses and influence the economy. Many of our stakeholders expect us to ensure that our own business activities, and those of the clients we support, follow sound environmental policies and practices. By continuing to improve how we assess environmental risks and opportunities in our lending portfolio, we have an opportunity to help our clients move toward a low-carbon economy and effectively manage risk.

**Accountability:** Environmental Governance (AR page: 103), Reputational Risk Committee, Corporate Citizenship Committee, Corporate Governance Committee.

103-2

**The management approach and its components**

[ESG Report](#) page 16-18  
 TD Enterprise Risk Framework  
[TD Environment Policy](#)  
[TD's Environmental & Social Credit Risk Process](#)  
[TDAM Sustainable Investing Approach](#)

**Ways we measure our approach:** Number of corporate lending transactions reviewed under E&S Credit Risk Process, Equator Principle Project Finance Transactions and number of stakeholder engagements.

103-3

**Evaluation of the management approach**

[ESG Report](#) page 16-18

SASB

**Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis**

E&S Credit Risk Process  
[Equator Principles Reporting](#)  
 Responsible Financing: [ESG Report](#) page 17 for total lending by sector and environmentally sensitive lending. Responsible Financing: [ESG Report](#) page 17 for number of deals subject to enhanced due-diligence.  
[2018 ESG Appendix](#) pages 8-9

G4-FS10

**Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues**

Increasingly, environmental, social and governance (ESG) risk is being considered as part of investment decision making. TD Asset Management (TDAM), Canada's largest asset manager, directs more than \$303 billion in assets on behalf of retail and institutional investors. TDAM believes that ESG



risks are important factors in their investment decisions as highlighted in their Sustainable Investment Policy.  
 In 2009, TDAM became a signatory to the UN Principles for Responsible Investment (UN PRI) and was the first investment business of a major Canadian financial institution to elevate its commitment to ESG assessment.

[ESG Report](#) page 19  
 TDAM Annual Review for engagements

<b>SASB</b>	<b>Description of proxy voting and investee engagement policies and procedures</b>
	UNPRI Report TDAM Annual Review Disclosure on Proxy Voting

## Social

### Material Topic: Financial and Economic Inclusion

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>
	<p><a href="#">ESG Report</a> page 22  <a href="#">GRI Boundary Table</a></p> <p>An era of unprecedented change driven by technological acceleration and automation has presented new dynamics - inconsistent work hours, multiple sources of income, self-employment and the gig economy - into the workforce. Many people are concerned that they - or their children - will be left behind, excluded from social and economic opportunities. Within this changing environment, finding new ways to serve unbanked and underbanked consumers, educating our customers to make better-informed financial decisions to drive confidence, and breaking barriers to access for minority-and women-led small businesses, are all goals we hope to help our customers achieve. We are acutely aware that TD's long-term success as a business depends upon the prosperity and growth of all the communities we serve.</p>

	<b>Accountability:</b> Corporate Citizenship Council, Corporate Governance Committee, day-to-day implementation- Global Head, Sustainability and Corporate Citizenship
<b>103-2</b>	<b>The management approach and its components</b>  <a href="#">ESG Report</a> pages 22-31 <a href="#">TD Code of Conduct and Ethics</a> Anti-Bribery and Anti-Corruption Policy <a href="#">Supplier Code of Conduct</a> <a href="#">The Ready Commitment</a> and The <a href="#">TD Ready Challenge</a>  <b>Ways we measure our approach:</b> Accessibility of services, reach of financial education initiatives in diverse communities and for diverse groups, economic value distributed, taxes paid, responsible sourcing practices, philanthropic donations (1% of pre-tax profit as benchmark of corporate donations, % giving by the Ready Commitment drivers).
<b>103-3</b>	<b>Evaluation of the management approach</b>  <a href="#">ESG Report</a> pages 22-31

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
<b>201-1</b>	<b>Direct economic value generated and distributed</b>  <a href="#">ESG Report</a> pages 28-29 on Economic Value
	SDG 8.1: Per capita economic growth in accordance with national circumstances
<b>G4FS-EC1</b>	<b>Direct economic value generated and distributed- community investment</b>  <a href="#">ESG Report</a> page 26 on Strategic Philanthropy.
	SDG 8.1: Per capita economic growth in accordance with national circumstances
<b>G4FS-6/SASB</b>	<b>Amount of loans to programs designated to promote small business and community development</b>  <a href="#">ESG Report</a> page 27 on community development loans and page 28 for

	loans to small businesses.
	SDG 8.3: Job creation and entrepreneurship
<b>203-1</b>	<b>Infrastructure investments and services supported</b>
	<a href="#">ESG Report</a> page 27 on Affordable housing. <a href="#">ESG Report</a> page 20 on Green Bonds. LC Report for contribution to the low-carbon economy.

## GRI 203: Indirect Economic Impacts

Disclosure	Description
	Reference or Response
<b>203-2</b>	<b>Significant indirect economic impacts</b>
	<a href="#">ESG Report</a> page 26 on Strategic Philanthropy for impacts of TD's giving. <a href="#">ESG Report</a> page 30 on Responsible Sourcing for TD's impact on sourcing diverse suppliers. <a href="#">ESG Report</a> pages 23-24 on Serving diverse customers for information on how TD is lowering the barriers for banking. <a href="#">ESG Report</a> page 27 on Affordable Housing for information on how TD is reinvesting in LMI communities. <a href="#">ESG Report</a> page 31 on Taxes for information on taxes TD pays and collects on behalf of governments.

## GRI 413: Local Communities 2016

Disclosure	Description
	Reference or Response
<b>413-1</b>	<b>Operations with local community engagement, impact assessments, and development programs</b>
	100% of our operations. In the U.S. community engagement, impact assessment and development programs are federally legislated by the Community Reinvestment Act.  <a href="#">ESG Report</a> page 26 on Strategic Philanthropy. <a href="#">ESG Report</a> page 27 on Supporting underserved U.S. communities. <a href="#">ESG Report</a> page 6 on How we listen to stakeholders. Reporting concerns <a href="#">TD's Whistleblower Hotline</a> and <a href="#">Customer Care</a>
	SDG 10.2: The social, economic and political inclusion for all

413-2	<b>Operations with significant actual and potential negative impacts on local communities</b>
	TD's PAS page 10-11 on openings and closures of branches in Canada. Challenge/Responses in the ESG Report
G4FS-14	<b>Access points in low-populated or economically disadvantaged areas by type</b>
	<a href="#">Access to Banking</a> <a href="#">ESG Report</a> pages 23-24 on Serving diverse customers. TD's PAS page 6 <a href="#">New to Canada website</a> <a href="#">TD and Indigenous Communities in Canada</a>
G4FS-13	<b>Initiatives to improve access to financial services for disadvantaged people</b>
	<a href="#">Access to Banking</a> <a href="#">ESG Report</a> pages 23-24 on Serving diverse customers. <a href="#">TD and Indigenous Communities in Canada</a>
	SDG 8.10: Access to banking for all
G4FS-16/SASB	<b>Initiatives to enhance financial literacy by type of beneficiary</b>
	<a href="#">ESG Report</a> page 25 on Financial Education
	SDG 1.4: Equal rights to economic resources

## GRI 308: Supplier Environmental Assessment 2016

Disclosure	Description
	Reference or Response
308-1	<b>New suppliers that were screened using environmental criteria</b>
	<a href="#">ESG Report</a> page 30 on Responsible Sourcing
308-2	<b>Negative environmental impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> page 30 on Responsible Sourcing

## GRI 414: Supplier Social Assessment 2016

Disclosure	Description
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	Reference or Response
<b>414-1</b>	<b>New suppliers that were screened using social criteria</b>
	<a href="#">ESG Report</a> page 30 on Responsible Sourcing
<b>414-2</b>	<b>Negative social impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> page 30 on Responsible Sourcing

## GRI 419: Socioeconomic Compliance 2016

Disclosure	Description
	Reference or Response
<b>419-1</b>	<b>Non-compliance with laws and regulations in the social and economic arena</b>
	<p>Compliance Incident Reporting<sup>1</sup> In 2018, TD did not incur any significant monetary fines or significant non-monetary sanctions for non-compliance with laws and regulations.</p> <p><sup>1</sup>. For reporting purposes, we determine a significant legal action to potentially exceed \$25 million in damages and/or legal costs; a significant fine to be \$1 million or over and related to incidents that are of a regulatory nature (penalties of an administrative nature are not considered significant); and a significant non-monetary sanction to be material and related to incidents that are of a regulatory nature.</p>

## Material Topic: Customer Experience

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
<b>103-1</b>	<b>Explanation of the material topic and its Boundary</b>
	<p><a href="#">ESG Report</a> page 32 <a href="#">GRI boundary table</a></p> <p>Our customer experience strategy has long been a competitive</p>

differentiator for TD. But technology and innovation, coupled with widespread banking options, are increasingly shifting traditional customer service expectations. In this evolving landscape, banks who continue to lead in customer service will often economically outperform their peers, making it vital for TD to maintain and constantly improve our legendary customer service.

**Accountability:** Group Head of Customer and Colleague Experience, shared accountability across Compliance, Marketing, Product Groups and Distribution.

103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 32-35          Specific Regulatory Compliance Policies          Diversity and Inclusion Policy  <a href="#">TD Code of Conduct and Ethics</a>  <a href="#">Codes of Conduct and Public Commitments</a></p> <p>Ways we measure our approach: Legendary Experience Index (LEI) results, sales, customer retention, customer feedback, robustness of complaint resolution process, training initiatives for our front-line employees, investment in technology, and awards.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 32-35</p>

**TD specific metric**

Disclosure	Description
	Reference or Response
	<p><b>Legendary Experience Index- LEI</b></p> <p><a href="#">ESG Report</a> page 32</p>
	<p><b>Customer Problem Resolution</b></p> <p><a href="#">ESG Report</a> page 34</p>

**Material Topic: Product and Service Responsibility**

**GRI 103: Management Approach 2016**

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>
	<p><a href="#">ESG Report</a> page 36 <a href="#">GRI boundary table</a></p> <p>As a bank, we provide our customers with a wide range of options while maintaining responsible sales practices, so our customers can have confidence in their choices and long-term financial security. Increasingly, stakeholders expect TD to consider the environmental, social and economic impacts of our products and services and will choose to invest in us, work for us or bank with us, based on our efforts and progress.</p> <p><b>Accountability:</b> Shared accountability across Compliance, Marketing, Citizenship, Risk, Product Groups and Distribution.</p>
103-2	<b>The management approach and its components</b>
	<p><a href="#">ESG Report</a> pages 36-37 New Business and Product Approval Policy (NBPA) Specific Regulatory Compliance Policies Diversity and Inclusion Policy <a href="#">TD Code of Conduct and Ethics</a> <a href="#">Codes of Conduct and Public Commitments</a> Clear Language Principles Know Your Customer Policies Performance Management Framework</p> <p>Ways we measure our approach: LEI results, customer retention, accessibility of services, access locations across network, internal monitoring and testing reviews, initiatives which help customers facing hardships, green and social banking products.</p>
103-3	<b>Evaluation of the management approach</b>
	<a href="#">ESG Report</a> pages 36-37

## GRI 417: Marketing and Labeling 2016

Disclosure	Description
	Reference or Response

417-1	<b>Requirements for product and service information labeling</b>
	<p><a href="#">Our Business</a> for a description of products and services by business line. TD complies with several industry level <a href="#">Codes of Conduct and Public Commitments</a>.</p> <p><a href="#">ESG Report</a> page 36 for Sales Practices</p> <p><a href="#">Product Information</a>.</p>
G4FS-7	<b>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose</b>
	<p><a href="#">ESG Report</a> page 23 for Mortgages for LMI customers.</p> <p><a href="#">ESG Report</a> page 37 for Loan restructuring.</p> <p><a href="#">ESG Report</a> page 27 on Affordable Housing.</p>
	<p>SDG 1.4: Equal rights and economic resources.</p> <p>SDG 11.1: Increase access to affordable housing</p>
G4FS-8	<b>Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose</b>
	<p><a href="#">ESG Report</a> page 37 on Green Banking options.</p> <p><a href="#">ESG Report</a> page 20 on Green Bonds.</p> <p><a href="#">ESG Report</a> page 37 on TD Auto Insurance and Auto Finance.</p> <p>LC Report for TD's contribution to the Low-Carbon Economy.</p> <p><a href="#">2018 Green Products</a> for more Green Products offered by TD.</p>
	<p>SDG 11.6: Reduce the adverse effect of cities</p>
G4FS-15/SASB	<b>Policies for the fair design and sale of financial products</b>
	<p><a href="#">Codes of Conduct and Public Commitments</a></p> <p><a href="#">ESG Report</a> page 36 on Clear Language and Sales Practices.</p>

## Material Topic: Diversity & Inclusion

### GRI 103: Management

Disclosure	Description
103-1	<b>Explanation of the material topic and its Boundary</b>
	<p><a href="#">ESG Report</a> page 38</p> <p><a href="#">GRI boundary table</a></p> <p>For TD, diversity and inclusion is and has been a strategic priority for over a</p>



	<p>decade. Organizations that have embedded diversity and inclusion foster innovation and creativity, widen the talent pool, increase employee satisfaction, and outperform their peers financially.</p> <p><b>Accountability:</b> The Inclusion and Diversity Leadership Council (IDLC) which sets the strategy and oversees our progress on diversity and inclusion, Diversity Governance, day-to-day implementation - all people managers.</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 38-41 Diversity and Employment Equity Report <a href="#">TD Code of Conduct and Ethics</a> Respectful Workplace Policy Workplace Accommodation Policy</p> <p>Ways we measure our approach: Workforce diversity against labour market availability, Global employee engagement survey results (TD Pulse), Equal Opportunity Statement, Diversity awareness training for all new hires, Employees' voluntary completion of Employment Equity Survey (Canada), Participation in independent third party surveys, such as Top Diversity Employers and the AON Hewitt Best Employer survey.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 38-41</p>

## GRI 405: Diversity and Equal Opportunity 2016

Disclosure	Description
	Reference or Response
405-1/SASB	<p><b>Diversity of governance bodies and employees</b></p> <p><a href="#">ESG Report</a> for Employee Diversity metrics 2018 TD's Workforce Profile for age and employee category <a href="#">ESG Report</a> page 55 and <a href="#">PC</a> page 8-15 and 74-75 for Board Diversity <a href="#">ESG Appendix</a> pages 13-14</p> <p>SDG 5.5: Ensure equal opportunities for leadership at all levels</p>

## GRI 412: Human Rights Assessment 2016

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Disclosure	Description
	Reference or Response
412-2	<p><b>Employee training on human rights policies or procedures</b></p> <p>94,913 hours. The total number of hours related to human rights training was calculated using a 100 percent allocation applied to the total hours spent on human-rights related courses in fiscal 2018. Courses covering topics such as TD's Code of Conduct, diversity and inclusion, fair banking and serving customers with disabilities. 2018 is the first year this data was collected.</p>

## Material Topic: Talent Attraction, Engagement and Retention

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 42  <a href="#">GRI boundary table</a></p> <p>At TD, we believe our people are our greatest strength. Our future success depends on our ability to attract, develop, deploy and retain the best talent. As individuals look to work for organizations that align with their values, we at TD believe it is critical to provide employees with work that matters, opportunities beyond their expectations and leadership that inspires.</p> <p><b>Accountability:</b> Group Head of Customer and Colleague Experience, day-to-day People Managers.</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 42-48  <a href="#">ESG Report</a> page 47 for Employee Ombudsman</p> <p>How we measure our approach: Retention rates, Employee Engagement Index (EEI), Spend on compensation and benefits, Effectiveness of programs in place, Hours volunteered by TD employees.</p>
103-3	<p><b>Evaluation of the management approach</b></p>

## GRI 401: Employment 2016

Disclosure	Description
	Reference or Response
401-1	<b>New employee hires and employee turnover</b>
	<a href="#">ESG Report</a> page 42 <a href="#">ESG Appendix</a> pages 11-12
401-2	<b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b>
	<a href="#">Summary of Benefits Program</a>

## TD specific metric

Disclosure	Description
	Reference or Response
	<b>EEI- Employee Engagement Index</b>
	<a href="#">ESG Report</a> page 44
	<b>Total spend on compensation and benefits</b>
	<a href="#">ESG Report</a> page 46
	<b>Hours volunteered by TD employees</b>
	<a href="#">ESG Report</a> page 48

## Material Topic: Human Capital Development

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>

	<p><a href="#">ESG Report</a> page 49 <a href="#">GRI boundary table</a></p> <p>TD's ability to attract and retain the best and the brightest, while sustaining and deepening the relationship with its current employees, is critical to maintaining its legendary customer experience. Employees will choose to stay at TD only if there are opportunities for personal and professional development and advancement and if they believe that TD is committed to supporting, mentoring, and preparing them for the economy of the future.</p> <p><b>Accountability:</b> Group Head of Customer and Colleague Experience, day-to-day People Manager.</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 49-50</p> <p>How we measure our approach: Investment in training and effectiveness of programs in place.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 49-50</p>

## GRI 404: Training and Education 2016

Disclosure	Description
	Reference or Response
404-1	<p><b>Average hours of training per year per employee</b></p> <p><a href="#">ESG Report</a> page 49</p> <p>SDG 4.4: Skills for employment, decent jobs and entrepreneurship</p>
404-2	<p><b>Programs for upgrading employee skills and transition assistance programs</b></p> <p><a href="#">ESG Report</a> page 50 <a href="#">TD's Approach to Job Transition</a></p>

## TD specific metric

Disclosure	Description

	Reference or Response
	<b>% women promoted</b>
	<a href="#">ESG Report</a> page 43
	SDG 5.1: End all forms of discrimination

## Governance

### Material Topic: Climate Change

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its boundary</b>
	<p><a href="#">ESG Report</a> page 49 <a href="#">GRI boundary table</a></p> <p>We believe that managing risks and opportunities related to climate change will be increasingly important to our sustainability as a business. The special report: "Global Warming of 1.5oC" released by the IPCC in 2018 <a href="https://www.ipcc.ch/sr15/">https://www.ipcc.ch/sr15/</a> is clear about the consequences for the environment and the economy if climate change is unchecked, but it also demonstrates that there are pathways to limit the worst of these impacts if decisive action is taken in the near future. A changing climate can lead to increased credit risk, insurance risk, market risk, and other risks across TD's businesses, as well as operational risk to our physical footprint. We believe financial institutions have an important role to play in addressing climate-related impacts to their businesses and their clients, and in supporting the transition to a low-carbon economy.</p> <p><b>Accountability:</b> Chief Risk Officer, Chief Privacy Officer, Chief Information Security Officer, Enterprise Risk Management Committee.</p>
103-2	<b>The management approach and its components</b>
	<p><a href="#">ESG Report</a> pages 56-57 information Security and Risk Management Policies</p>

	<p>Cybersecurity Policy  <a href="#">Privacy Code</a></p> <p><b>Ways we measure our approach:</b> Continuity of service and systems, incident tracking and risk assessments, employee training, investment in technology.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 56-57</p>

## GRI 418: Customer Privacy 2016

Disclosure	Description
	Reference or Response
418-1	<p><b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b></p> <p>The Office of the Privacy Commissioner of Canada did not rule against the bank on any privacy complaints. In the U.S., Europe, and Asia Pacific, there were no regulatory privacy findings against the bank.</p>

## Other Topics

### Other topics partially aligned to GRI Standards

## GRI 403: Occupational Health and Safety 2018

Disclosure	Description
	Reference or Response
403-9	<p><b>Work-related injuries</b></p> <p><a href="#">ESG Report</a> page 45</p>

## GRI 415: Public Policy 2016

Disclosure	Description
	Reference or Response

415-1	<b>Political contributions</b> <a href="#">Public Policy and Political Contributions</a>
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## 2019 GRI Index

TD has used the Global Reporting Initiative (GRI) framework for sustainability reporting since 2007. TD's 2019 ESG Report has been written in accordance with the GRI Standards: Core option. Our reporting also includes some disclosures from the Comprehensive in accordance option and relevant disclosures from the G4 Sector Supplement for the Financial Services Industry. In addition to GRI, we have also chosen to link some of our disclosures to SASB (Sustainability Accounting Standards Board).

## GRI 102: General Disclosures 2016

### Organizational Profile

Disclosure	Description
	Reference or Response
102-1	<b>Name of the organization</b> TD Bank Group
102-2	<b>Activities, brands, products, and services</b> <p>The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Group. TD is the fifth largest bank in North America by branches and serves more than 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, which includes Canadian personal and commercial banking, wealth and insurance businesses, U.S. Retail which includes U.S. personal and business banking, wealth management services, the bank's investment in TD Ameritrade, and Wholesale Banking. TD also ranks among the world's leading online financial services firms, with more than 13 million active digital customers. TD had \$1.4 trillion in assets on October 31st, 2019 and 89,031 average full-time equivalent employees in fiscal 2019. The Toronto-Dominion Bank trades under the symbol 'TD' on the Toronto and New York Stock Exchanges.</p>

See also:  
[AR](#) page 26.  
[AR](#) pages 29-32 (Canadian Retail Business Segment Analysis), pages 33-36 (U.S. Retail Business Segment Analysis), pages 37-39 (Wholesale Banking Business Segment Analysis).

102-3

**Location of headquarters**

Toronto, Canada

102-4

**Location of operations**

**Where we operate:** TD predominately operates in Canada and the Eastern seaboard of the U.S. which is the focus of this ESG Report.

**Americas:** Barbados, Bermuda, Cayman Islands, Canada, United States.

**Europe:** Amsterdam-The Netherlands, Dublin- Ireland, Luxembourg, United Kingdom.

**Asia-Pacific:** Sydney-Australia, Hong Kong, Mumbai- India, Seoul- South Korea, Shanghai- China, Singapore, Tokyo- Japan, Tel-Aviv- Israel.

[AR](#) page 212-213 List of Significant Subsidiaries.

102-5

**Ownership and legal form**

The Toronto-Dominion Bank is chartered under the Bank Act (Canada). It was formed on February 1st, 1955 through the amalgamation of The Bank of Toronto, chartered in 1855, and The Dominion Bank, chartered in 1869. The Toronto-Dominion Bank trades under the symbol 'TD' on the Toronto and New York Stock Exchanges.

102-6

**Markets served**

TD is the fifth largest bank in North America by branches and services more than 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, U.S. Retail and Wholesale Banking.

**Canadian Retail includes:** TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance.

**U.S. Retail includes:** TD Bank, America's Most Convenient Bank<sup>®</sup>, TD Auto Finance U.S., TD Wealth (U.S.), and an equity investment in TD Ameritrade.

**Wholesale Banking includes:** TD Securities.

For more detailed information on our markets served see [AR](#) page 26-43.



102-7	<p><b>Scale of organization</b></p> <p>At the end of FY2019, TD reported CDN \$12,503 million in adjusted net income, up from CDN \$12,183 million in FY2018, 89,031 full-time equivalent employees, maintained 2,332 branches and stores across Canada and the U.S. TD operates internationally through our offices in North America, Europe and Asia-Pacific.</p> <p>For total capitalization, see <a href="#">AR</a> Financial Highlights on page 15.</p> <p>For quantity of products or services provided, see the Business Segment Analysis in the <a href="#">AR</a> pages 26-43.</p>
102-8	<p><b>Information on employees and other workers</b></p> <p><a href="#">ESG Appendix</a> pages 17-19  <a href="#">ESG Report</a> page 53</p>
102-9	<p><b>Supply chain</b></p> <p><a href="#">ESG Report</a> page 41</p>
102-10	<p><b>Significant changes to the organization and its supply chain</b></p> <p>Significant events in FY 2019:</p> <p>On November 1, 2018, the bank acquired 100% of the outstanding equity of Greystone Capital Management Inc., the parent company of Greystone Managed Investments Inc. (Greystone).</p> <p>On January 10, 2019, the bank's long-term loyalty program agreement with Air Canada became effective.</p> <p>For more information see <a href="#">AR</a> page 19.</p> <p>There were no significant changes in TD's supply chain for FY2019.</p>
102-11	<p><b>Precautionary Principle or approach</b></p> <p><a href="#">ESG Report</a> page 10-11 on Risk Management  <a href="#">ESG Report</a> page 26-28 on Responsible Finance  <a href="#">ESG Report</a> page 29-31 on Responsible Investing</p>
102-12	<p><b>External initiatives</b></p>

- Equator Principles
- Principles of Free, Prior and Informed Consent
- Universal Declaration of Human Rights
- BSR Working Group on Human Rights
- Leadership in Energy and Environmental Design (LEED)
- Carbon Pricing Leadership Coalition
- Corporate Buyers Renewable Energy Principles
- Green Bond Principles
- RE100
- United Nations Environment Programme (UNEP) Financial Initiative (North America)
- United Nations Principles for Responsible Investment (UN PRI)
- United Nations Principles for Sustainable Insurance (UN PSI)
- Canadian Bankers' Association (CBA) TCFD Working Group and UNEP FI TCFD Pilots
- Canadian Standards Association (CSA) Group Green
- Transition Finance Technical Committee

102-13

**Memberships and associations**

**[Memberships and Affiliations](#)**

List of stakeholders we engage with: [ESG Reporting Details](#) pages 3-4

**Strategy**

Disclosure	Description
	Reference or Response
102-14	<p><b>Statement from senior decision-maker</b></p> <p><a href="#">ESG Report</a> pages 1-2</p>
102-15	<p><b>Key impacts, risks, and opportunities</b></p> <p>Introduction to each material topic in the <a href="#">ESG Report</a> for a description of the key impacts, opportunities and effects on stakeholders.</p> <ul style="list-style-type: none"> <li>• <a href="#">ESG Report</a> pages 8-9 - Scorecard and Goals.</li> <li>• <a href="#">AR</a> page 68-73 Risk Factors and Management: Risk Factors That May Affect Future Results.</li> </ul>

- [AR](#) page 76-104 Risk Factors and Management: Managing Risks for an explanation on how TD approaches Risk Management.
- [AR](#) page 105 Environmental Risk for an explanation on how TD approaches Environmental Risk.

## Ethics and Integrity

Disclosure	Description
	Reference or Response
102-16	<b>Values, principles, standards, and norms of behaviour</b>
	<a href="#">AR</a> page 1 <a href="#">Code of Conduct and Ethics</a>
102-17/SASB	<b>Mechanisms for advice and concerns about ethics</b>
	<a href="#">ESG Report</a> page 13 and 59

## Governance

Disclosure	Description
	Reference or Response
102-18	<b>Governance structure</b>
	<a href="#">Corporate Governance Structure</a> <a href="#">Corporate Governance: Committees of the Board</a> <a href="#">ESG Report</a> page 4 Corporate Governance <a href="#">Diversity Governance</a>
102-20	<b>Executive-level responsibility for economic, environmental, and social topics</b>
	<a href="#">ESG Report</a> pages 12-15 on Corporate Governance & Integrity <a href="#">TCFD Report</a> pages 8-11 <a href="#">2019 CDP Response</a> page 4-12
102-21	<b>Consulting stakeholders on economic, environmental, and social topics</b>

[ESG Reporting Details](#) pages 3-4 for List Stakeholder Engagement on Environmental and Social Topics

102-22

**Composition of the highest governance body and its committees**

Board Diversity (as of October 31st, 2019)

% of female directors: 36%

% of visible minority directors: 14%

% of independent directors: 93%

Average tenure: 7 years

More information:

A full description of the tenure, experience and skills of TD's Board of Directors can be found in our [PC](#) page 8-14

[PC](#) page 75 for Director Independence

[PC](#) page 83-84 for Diversity Policy

102-23

**Chair of the highest governance body**

The Board Chair and the Chief Executive Officer of TD Bank are separate roles.

102-24

**Nominating and selecting the highest governance body**

[PC](#) page 82 for Nomination of directors

[PC](#) page 83 for Competencies and Skills Matrix

102-25

**Conflicts of interest**

[PC](#) page 82 for Director conflict of interest

102-26

**Role of the highest governance body in setting purpose, values, and strategy**

The Corporate Governance Committee has oversight of TD's Corporate Responsibility strategy and performance. The following responsibilities are included in the committee charter:

- Reviewing and assessing the bank's corporate responsibility strategy for environmental and social matters and related reporting, including monitoring its environmental and social performance;
- Keep abreast of international trends and best practices in corporate disclosure of non-financial performance;
- Update the Board on social and environmental issues as necessary;

Prior to any required Board approval, reviewing the bank's statement on human trafficking and slavery.

In carrying out its responsibilities, the committee focused on the following initiatives regarding corporate responsibility for environmental and social matters:

- Reviewing the bank's annual Environmental, Social and Governance Report with management focusing on enhanced disclosures on environmental and social issues.
- Receiving management's presentation on international ESG trends, including an update on the bank's enhanced ESG performance data and disclosure strategy.
- Receiving updates on the implementation of the TD Ready Commitment including the bank's involvement in contributing to sustainable development goals and community giving.

The Corporate Citizenship Council (CCC) composed of senior executives from the bank's main business segments and corporate functions. The CCC is responsible for approving environmental strategy and performance standards and communicating these throughout the business.

**[Corporate Governance Committee Charter](#)**

**[AR](#)** page 105 on Environmental Risk

102-27

**Collective knowledge of the highest governance body**

Citizenship and ESG are key parts of TD's strategy and are managed within a framework of internal control, governance and risk management process.

More information:

**[ESG Report](#)** pages 14-15

**[Diversity Governance](#)**

102-28

**Evaluating the highest governance body's**

**[PC](#)** page 85

102-29

**Identifying and managing economic, environmental and social impacts**

Feedback from stakeholders is reviewed and discussed at the ESG Steering Committee and the Corporate Citizenship Council. See also the feedback from stakeholders in the **[ESG Report](#)** on page 6 and ESG Reporting Details pages 3-4 for a **[List Stakeholder Engagement on Environmental and Social Topics](#)**.

102-30	<p><b>Effectiveness of risk management processes</b></p> <p>See disclosure <a href="#">GRI 102-26</a>  <a href="#">Corporate Governance Committee Charter</a>  <b>PC</b> pages 84-85 for Board Assessments  <b>AR</b> pages 73 and 105</p>
102-31	<p><b>Review of economic, environmental, and social topics</b></p> <p><a href="#">ESG Report</a> page 4  <b>PC</b> page 32 and 90</p>
102-32	<p><b>Highest governance body's role in sustainability reporting</b></p> <p>The CEO approves the ESG Report.</p>
102-33	<p><b>Communicating critical concerns</b></p> <p>Shareholders, employees and other interested parties may communicate with the Board through the Board Chair.</p> <p><b>By mail:</b>  Mr. Brian M. Levitt  Chair of the Board  The Toronto-Dominion Bank  P.O. Box 1, Toronto-Dominion Centre  Toronto, Ontario M5K 1A2</p> <p><b>By email:</b>  c/o TD Shareholder Relations to <a href="mailto:tdshinfo@td.com">tdshinfo@td.com</a></p>
102-35	<p><b>Remuneration policies</b></p> <p><b>PC</b> page 27-51 for full details on executive compensation</p>
102-36	<p><b>Processes for determining remuneration</b></p> <p><b>PC</b> pages 27-51</p>
102-37	<p><b>Stakeholders' involvement in remuneration</b></p> <p><b>PC</b> page 27  At TD's AGM, shareholders may cast a non-binding vote on the advisory to executive compensation. The results can be found on <a href="#">our website</a>.</p>

## Stakeholder Engagement

Disclosure	Description
	Reference or Response
102-40	<p data-bbox="386 390 786 426"><b>List of stakeholder groups</b></p> <p data-bbox="386 499 1425 653">TD's primary stakeholders include: customers, employees, shareholders/investors and government regulators. Our secondary stakeholders include: community organizations, industry associations, suppliers and non-governmental organizations.</p> <p data-bbox="386 688 1507 919">More information:  <a href="#">ESG Report</a> page 6 'How we listen to stakeholders'  <a href="#">ESG Reporting Details</a> page 1 for a list of external stakeholders TD engages with for the purposes of our annual  <a href="#">ESG Reporting Details</a> pages 3-4 for a list of stakeholders that TD engages with on a wide range of topics</p>
102-41	<p data-bbox="386 995 911 1031"><b>Collective bargaining agreements</b></p> <p data-bbox="386 1066 1479 1171">TD General Insurance has a long-established bargaining unit of approximately 195 employees, or 0.22% of our total employee population, represented by Teamsters Union at one of our Montreal locations.</p>
102-42	<p data-bbox="386 1213 974 1249"><b>Identifying and selecting stakeholders</b></p> <p data-bbox="386 1325 1455 1514">Every two years we conduct a formal materiality assessment to identify, prioritize and validate the evolving material issues we face. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining out material topics.</p> <p data-bbox="386 1549 1386 1625"><a href="#">ESG Reporting Details</a> page 1 for an explanation of our stakeholder engagement</p>
102-43	<p data-bbox="386 1696 974 1732"><b>Approach to stakeholder engagement</b></p> <p data-bbox="386 1808 1474 1913"><a href="#">ESG Reporting Details</a> page 1 on the materiality assessment for a list of stakeholders TD engaged with for the purposes of the ESG report and our approach to engagement.</p>

102-44	<p><b>Key topics and concerns raised</b></p> <p>TD conducts a materiality assessment every two years, the last one was conducted in 2018. For 2018, key topics were: Customer Experience, Data Security and Privacy, Social and Economic Inclusion, Product and Service Responsibility, Climate Change, Responsible Financing, Inclusion and Diversity, Talent Attraction, Engagement and Retention, and Human Capital Development./p&gt;</p>
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## Reporting Practice

Disclosure	Description
	Reference or Response
102-45	<p><b>Entities included in the consolidated financial statements</b></p> <p><a href="#">AR</a> pages 212-213 for a list of significant subsidiaries</p> <p>TD has two philanthropic foundations which are not owned and operated by TD Bank Group and are therefore not part of our consolidated financial statements. These are:</p> <p><a href="#">TD Friends of the Environment</a>  <a href="#">TD Bank Charitable Foundation</a></p> <p><a href="#">AR</a> pages 122-126 for Assurance of Financial Statements</p>
102-46	<p><b>Defining report content and topic boundaries</b></p> <p>The Boundary of TD's ESG Report encompasses all of TD's wholly-owned operations and activities which are organized around the following operating business segments: Canadian Retail, U.S. Retail and Wholesale Banking.</p> <p>We conduct a formal materiality analysis every two years to identify, prioritize and validate the evolving environmental, social and governance issues for TD. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining of our material topics. This process helps us track stakeholder interests and concerns and identify new issues as they emerge.</p> <p>These findings drive our corporate citizenship strategy and the information we provide in this report. Report contents are aligned to material topics as identified by key stakeholders.</p>



Ways in which TD uses GRI's Reporting Principles for Defining Report Content:

Stakeholder Inclusiveness: TD engages with a wide variety of stakeholders through various channels and for many purposes including input on topics for the annual ESG report. TD identifies its stakeholders for the reporting process based on their relationship with TD, influence or knowledge on current and emerging ESG topics.

Sustainability Context: TD develops initiatives and projects that look to address larger scale sustainability issues (such as the shift to a low-carbon economy).

Materiality: TD reports on sustainability topics which are of significant importance to its stakeholders and topics that may impact TD.

Completeness: This report covers material topics and their Boundaries for the 2019 reporting cycle. Topics have been prioritized and presented in order to provide a comprehensive picture of TD's activities and impacts in the reporting year.

[ESG Report](#) pages 6 and 7  
[ESG Reporting Details](#) pages 1-2

102-47	<p><b>List of material topics</b></p> <p><a href="#">ESG Report</a> page 7  <a href="#">ESG Reporting Details</a> page 2</p>
102-48	<p><b>Restatement of information</b></p> <p>Restatements are provided in the text and footnotes of the ESG Report as well as in the footnotes of the <a href="#">ESG Appendix</a>.</p>
102-49	<p><b>Change in reporting</b></p> <p>There have been no significant changes on the list of material topics or topic Boundaries.</p>
102-50	<p><b>Reporting period</b></p> <p>TD's Fiscal Year: November 1, 2018-October 31, 2019.</p>
102-51	<p><b>Date of most recent previous report</b></p> <p><a href="#">TD's 2018 Environment, Social and Governance (ESG) Report published May 2019</a></p>
102-52	<p><b>Reporting cycle</b></p> <p>Annual</p>

102-53	<p><b>Contact point for all questions regarding the report</b></p> <p>Email address for questions about our ESG Reporting and performance:  <a href="mailto:crreport@td.com">crreport@td.com</a></p>
102-54	<p><b>Claims of reporting in accordance with the GRI Standards</b></p> <p>This report is written in accordance with the GRI Standards: Core option.</p>
102-55	<p><b>GRI content index</b></p> <p>This table.</p>
102-56	<p><b>External Assurance</b></p> <p>Ernst &amp; Young LLP performed a limited assurance engagement for a selection of TD's social and environmental disclosures including TD's GHG emissions and Carbon Neutral Schedule. Ernst and Young is the bank's sole independent external financial auditor. The Audit Committee is accountable for supervising the quality and integrity of the bank's financial reporting and compliance requirements.</p> <p><a href="#">2019 Assurance Statement</a>  <a href="#">2019 Assurance Statement on the Green Bond Schedule</a></p>

## Environmental

### Material Topic: Climate Change

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its boundary</b></p> <p><a href="#">ESG Report</a> page 20  <a href="#">ESG Reporting Details</a> page 2</p> <p>We believe that managing risks and opportunities related to climate change is increasingly important to our business. The special report "Global Warming of 1.5°C" released by the <a href="#">IPCC in 2018</a> is clear about the consequences for the environment and the economy if climate change is unchecked, but it also demonstrates that there are pathways to limit the</p>

worst of these impacts if decisive action is taken in the near future. A changing climate can lead to increased credit risk, insurance risk, market risk, and other risks across TD's businesses, as well as operational risk to our physical footprint. We believe financial institutions have an important role to play in addressing climate-related impacts on their businesses and their clients and in supporting the transition to a low-carbon economy.

Accountability: EVP Marketing, Global Head, Sustainability and Corporate Citizenship and AVP & Head of Environment

103-2	<b>The management approach and its components</b>
	<p><a href="#">ESG Report</a> page 20  <a href="#">ESG Appendix</a> pages 2-11  <a href="#">Environment Policy</a>  <a href="#">2019 CDP Submission</a>  <a href="#">TD's List of Renewable Energy Credits and Offset Providers</a>  <a href="#">LC Report</a></p> <p>Ways we measure our approach: Energy, GHG, water and paper reductions, LEED-certified buildings, waste diversion, Carbon Neutral Requirements, Renewable Energy Credits (RECs), and our contributions to the low-carbon economy.</p>
103-3	<b>Evaluation of the management approach</b>
	<a href="#">ESG Report</a> pages 20-22

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
201-2	<p><b>Financial implications and other risks and opportunities due to climate change</b></p> <p><a href="#">ESG Report</a> page 20  <a href="#">2019 CDP Submission</a>  <a href="#">TD's Environment Policy</a>  <a href="#">Environmental and Social Credit Risk Process and Equator Principles Reporting</a>  <a href="#">AR</a> page 105 on Environmental Risk  <a href="#">TCFD Report</a>  <a href="#">LC Report</a></p>

[SDG 13.1](#): Climate change resilience and adaptive capacity

SDG 13.1: Climate change resilience and adaptive capacity

## GRI 302: Energy 2016

Disclosure	Description
	Reference or Response
302-1	<b>Energy consumption within the organization</b>
	<a href="#">ESG Appendix</a> page 6 <a href="#">ESG Appendix</a> page 5 for Notes to GHG Emissions
302-3	<b>Energy intensity</b>
	<a href="#">ESG Appendix</a> page 6 TD calculates energy intensity: <ol style="list-style-type: none"><li>1. Electricity intensity (GJ per square foot)</li><li>2. Electricity intensity (GJ per million dollar revenue)</li></ol>
302-4	<b>Reduction of energy consumption</b>
	<a href="#">ESG Appendix</a> page 6

## GRI 303: Water and Effluents 2018

Disclosure	Description
	Reference or Response
303-5	<b>Water consumption</b>
	<a href="#">ESG Appendix</a> page 8

## GRI 305: Emissions 2016

Disclosure	Description
	Reference or Response

305-1	<b>Direct (Scope 1) GHG emissions</b>
	<a href="#">ESG Appendix</a> pages 2-3 <a href="#">ESG Appendix</a> page 5 for Notes to GHG Emissions
305-2	<b>Energy indirect (Scope 2) GHG emissions</b>
	<a href="#">ESG Appendix</a> pages 2-3 <a href="#">ESG Appendix</a> page 5 for Notes to GHG Emissions
305-3	<b>Other indirect (Scope 3) GHG emissions</b>
	<a href="#">ESG Appendix</a> pages 2-3 <a href="#">ESG Appendix</a> page 5 for Notes to GHG Emissions
G4FS-EN15	<b>Business travel</b>
	<a href="#">ESG Appendix</a> page 4
305-4	<b>GHG emissions intensity</b>
	<a href="#">ESG Appendix</a> pages 2-3
305-5	<b>Reduction of GHG emissions</b>
	<a href="#">ESG Appendix</a> pages 6, 10-11 <a href="#">ESG Appendix</a> page 11 for the dollars financed, number of deals, and reductions by TD Auto Finance customers and the number of discounts and reductions by TD Auto Insurance customers

## GRI 306: Effluents and Waste 2016

Disclosure	Description
306-2	<b>Waste by type and disposal method</b>
	<a href="#">ESG Appendix</a> page 8

## Material Topic: Responsible Financing

## GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p data-bbox="386 363 1156 399"><b>Explanation of the material topic and its boundary</b></p> <p data-bbox="386 472 836 546"> <a href="#">ESG Report</a> page 26  <a href="#">ESG Reporting Details</a> page 2         </p> <p data-bbox="386 583 1485 892">Financial institutions such as TD, through their resources and expertise, have a unique opportunity to have an impact on businesses and influence the economy. Many of our stakeholders expect that our own business activities and those of the clients we support follow sound environmental policies and practices. By continuing to improve how we assess environmental risks and opportunities in our lending portfolio, we have an opportunity to help our clients move toward lower-carbon business activities and effectively manage risk.</p> <p data-bbox="386 934 1494 1039">Accountability: Environmental Governance (<a href="#">AR</a> page: 105), Reputational Risk Committee, Corporate Citizenship Committee, Corporate Governance Committee</p>
103-2	<p data-bbox="386 1123 1123 1159"><b>The management approach and its components</b></p> <p data-bbox="386 1228 1469 1459"> <a href="#">ESG Report</a> pages 26-28            TD Enterprise Risk Framework  <a href="#">TD Environment Policy</a>  <a href="#">TD's Environmental &amp; Social Credit Risk Process and Equator Principles Reporting</a>  <a href="#">TDAM Sustainable Investing Approach</a> </p> <p data-bbox="386 1470 1510 1575">Ways we measure our approach: Number of corporate lending transactions reviewed under E&amp;S; Credit Risk Process, Equator Principle Project Finance Transactions and number of stakeholder engagements.</p>
103-3	<p data-bbox="386 1654 1015 1690"><b>Evaluation of the management approach</b></p> <p data-bbox="386 1722 738 1757"><a href="#">ESG Report</a> page 26-28</p>
G4-FS10	<p data-bbox="386 1801 1510 1906"><b>Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues</b></p> <p data-bbox="386 1942 755 1978"><a href="#">ESG Report</a> pages 29-30</p>

# Social

## Material Topic: Financial and Economic Inclusion

### GRI 103: Management Approach 2016

Disclosure	Description
103-1	<p data-bbox="386 552 730 594">Reference or Response</p> <p data-bbox="386 632 1156 667"><b>Explanation of the material topic and its Boundary</b></p> <p data-bbox="386 741 695 772"><a href="#">ESG Report</a> page 32</p> <p data-bbox="386 779 834 810"><a href="#">ESG Reporting Details</a> page 2</p> <p data-bbox="386 821 1507 1367">We are acutely aware that TD's long-term success as a business depends upon the prosperity and growth of all the communities we serve. Many people are concerned that they - or their children - will be left behind, excluded from social and economic opportunities. According to a recent <a href="#">TD commissioned study</a>, a significant proportion of Canadians surveyed are unable to pay all their bills on time or are financially vulnerable. The survey also found that certain sub-groups struggle more than others to be financially healthy. In addition, Canadians surveyed who make financial decisions alone, without professional guidance or support are among the most financially vulnerable. It is in TD's interest to serve the diverse needs of our customers across the economic spectrum, help foster financial inclusion and promote inclusive economic growth across our operational footprint because social and economic inequality is a destabilizing factor for the economies we operate in and the communities we serve.</p> <p data-bbox="386 1409 1471 1524">Accountability: Corporate Citizenship Council, Corporate Governance Committee, day-to-day implementation - Global Head, Sustainability and Corporate Citizenship</p>
103-2	<p data-bbox="386 1591 1123 1627"><b>The management approach and its components</b></p> <p data-bbox="386 1703 756 1734"><a href="#">ESG Report</a> pages 32-42</p> <p data-bbox="386 1740 863 1772"><a href="#">TD Code of Conduct and Ethics</a></p> <p data-bbox="386 1778 987 1810"><a href="#">Anti-Bribery and Anti-Corruption Policy</a></p> <p data-bbox="386 1816 786 1848"><a href="#">Supplier Code of Conduct</a></p> <p data-bbox="386 1854 1256 1885"><a href="#">The TD Ready Commitment</a> and <a href="#">The TD Ready Challenge</a></p> <p data-bbox="386 1892 1507 1969">Ways we measure our approach: Accessibility of services, reach of financial education initiatives in diverse communities and for diverse groups,</p>

economic value distributed, taxes paid, responsible sourcing practices, philanthropic donations (1% of pre-tax profit as benchmark of corporate donations, % of corporate giving which went to initiatives that fall under the TD Ready Commitment Drivers).

103-3

**Evaluation of the management approach**

[ESG Report](#) pages 32-42

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
201-1	<b>Direct economic value generated and distributed</b>
	<p><a href="#">ESG Report</a> pages 38-39 on Economic Value.</p> <p><b>SDG 8.1:</b> Per capita economic growth in accordance with national circumstances.</p>
G4FS-6	<b>Amount of loans to programs designated to promote small business and community development</b>
	<p><a href="#">ESG Report</a> page 37 on community development loans and page 39 for loans to small businesses.</p> <p><b>SDG 8.3:</b> Job creation and entrepreneurship.</p>

## GRI 203: Indirect Economic Impacts 2016

Disclosure	Description
	Reference or Response
203-1	<b>Infrastructure investments and services supported</b>
	<p><a href="#">ESG Report</a> pages 36-37 on Affordable housing.</p> <p><a href="#">ESG Report</a> page 31 on Green Bonds.</p> <p><a href="#">LC Report</a> for contribution to the low-carbon economy.</p>



203-2	<b>Significant indirect economic impacts</b>
	<p><a href="#">ESG Report</a> page 36 on Strategic Philanthropy for impacts of TD's giving.</p> <p><a href="#">ESG Report</a> page 41 on Responsible Sourcing for TD's impact on sourcing diverse suppliers.</p> <p><a href="#">ESG Report</a> page 33 on Serving diverse customers for information on how TD is lowering the barriers for banking.</p> <p><a href="#">ESG Report</a> pages 36-37 on Affordable Housing for information on how TD is reinvesting in low- and moderate-income (LMI) communities.</p> <p><a href="#">ESG Report</a> page 42 on Taxes for information on taxes TD pays and collects on behalf of governments in the countries and regions where we operate.</p>

## GRI 413: Local Communities 2016

Disclosure	Description
	Reference or Response
413-1	<p><b>Operations with local community engagement, impact assessments, and development programs</b></p> <p>In the U.S., community engagement, impact assessment and development programs are federally legislated by the Community Reinvestment Act.</p> <p><a href="#">ESG Report</a> page 36 on Strategic Philanthropy.</p> <p><a href="#">ESG Report</a> page 36-37 on Supporting underserved U.S. communities.</p> <p><a href="#">ESG Report</a> page 6 on How we listen to stakeholders.</p> <p>Reporting concerns <a href="#">TD's Whistleblower Hotline</a> and <a href="#">Customer Care</a>.</p> <p><b>SDG 10.2:</b> The social, economic and political inclusion for all.</p>
413-2	<p><b>Operations with significant actual and potential negative impacts on local communities</b></p> <p><a href="#">TD's PAS</a> page 10 on openings and closures of branches in Canada.</p>
G4FS-14	<p><b>Access points in low-populated or economically disadvantaged areas by type</b></p> <p><a href="#">ESG Report</a> page 33 on Serving diverse customers.</p> <p><a href="#">TD's PAS</a> page 6</p> <p><a href="#">New to Canada website</a></p> <p><a href="#">TD and Indigenous Communities in Canada</a></p>

G4FS-13	<b>Initiatives to improve access to financial services for disadvantaged people</b>
	<a href="#">ESG Report</a> page 33 on Serving diverse customers. <a href="#">TD and Indigenous Communities in Canada</a>
	<b>SDG 8.10:</b> Access to banking for all.
G4FS-16	<b>Initiatives to enhance financial literacy by type of beneficiary</b>
	<a href="#">ESG Report</a> page 41 on Financial Education
	<b>SDG 1.4:</b> Equal rights to economic resources

### GRI 308: Supplier Environmental Assessment 2016

Disclosure	Description
	Reference or Response
308-1	<b>New suppliers that were screened using environmental criteria</b>
	<a href="#">ESG Report</a> page 41 on Responsible Sourcing
308-2	<b>Negative environmental impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> page 41 on Responsible Sourcing

### GRI 414: Supplier Social Assessment 2016

Disclosure	Description
	Reference or Response
414-1	<b>New suppliers that were screened using social criteria</b>
	<a href="#">ESG Report</a> page 41 on Responsible Sourcing
414-2	<b>Negative social impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> page 41 on Responsible Sourcing

## GRI 419: Socioeconomic Compliance 2016

Disclosure	Description
	Reference or Response
419-1	<p data-bbox="386 317 1463 388"><b>Non-compliance with laws and regulations in the social and economic arena</b></p> <p data-bbox="386 459 1503 653">Compliance Incident Reporting<sup>1</sup> Security National Insurance Company entered into a settlement agreement with, and paid an administrative monetary penalty of \$1,400,000 to, the Financial Services Commission of Ontario in connection with automobile insurance rating errors.</p> <p data-bbox="386 695 1479 846">TD Securities Inc. entered into a settlement agreement with, and made a voluntary payment of \$9,300,000 (and \$800,000 towards costs) to, the Ontario Securities Commission (OSC) in connection with the bank's previous compliance practices in its foreign exchange trading businesses.</p> <p data-bbox="386 888 1507 1081">1. For reporting purposes, we determine a significant legal action to potentially exceed \$25 million in damages and/or legal costs; a significant fine to be \$1 million or over and related to incidents that are of a regulatory nature (penalties of an administrative nature are not considered significant); and a significant non-monetary sanction to be material and related to incidents that are of a regulatory nature.</p>

## Material Topic: Customer Experience

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p data-bbox="386 1535 1154 1570"><b>Explanation of the material topic and its Boundary</b></p> <p data-bbox="386 1644 691 1677"><a href="#">ESG Report</a> page 43</p> <p data-bbox="386 1682 834 1715"><a href="#">ESG Reporting Details</a> page 2</p> <p data-bbox="386 1724 1484 1990">Customer experience strategy has long been a competitive differentiator for TD. Customer experience for financial institutions is linked to increased business and lower rates of attrition. Proactive customer relationship management also helps reduce regulatory risk. But traditional customer service expectations have now been upended by technology as financial institutions find themselves operating in an evolving digital landscape. Today, TD and other financial institutions serve customers across a variety</p>

	<p>of channels such as branch, phone, digital and mobile. Banks that continue to lead in customer service will often economically outperform their peers, making it vital for TD to maintain and constantly improve our legendary customer service.</p> <p>Accountability: Group Head of Customer and Colleague Experience, shared accountability across Compliance, Marketing, Product Groups and Distribution</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 43-45          Specific Regulatory Compliance Policies          Diversity and Inclusion Policy  <a href="#">TD Code of Conduct and Ethics</a>  <a href="#">Codes of Conduct and Public Commitments</a>          Ways we measure our approach: Legendary Experience Index (LEI) results, sales, customer retention, customer feedback, robustness of complaint resolution process, training initiatives for our front-line employees, investment in technology, and awards.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 43-45</p>

### TD specific metric

Disclosure	Description
	Reference or Response
	<p><b>Legendary Experience Index- LEI</b></p> <p><a href="#">ESG Report</a> page 43</p>
	<p><b>Customer Complaint Resolution and Breakdown of Complaints</b></p> <p><a href="#">ESG Report</a> page 44</p>

### Material Topic: Product and Service Responsibility

#### GRI 103: Management Approach 2016

Disclosure	Description

	Reference or Response
<b>103-1</b>	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 46  <a href="#">ESG Reporting Details</a> page 2</p> <p>As a bank, we provide our customers with a wide range of options while maintaining responsible sales practices, so that our customers can have confidence in their choices and long-term financial security. Increasingly, stakeholders expect TD to consider the environmental, social and economic impacts of our products and services and will choose to invest in us, work for us or bank with us based on our efforts and progress.</p> <p>Accountability: Shared accountability across Compliance, Marketing, Citizenship, Risk, Product Groups and Distribution.</p>
<b>103-2</b>	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 46-48  New Business and Product Approval Policy (NBPA)  Specific Regulatory Compliance Policies  Diversity and Inclusion Policy  <a href="#">TD Code of Conduct and Ethics</a>  <a href="#">Codes of Conduct and Public Commitments</a>  Clear Language Principles  Know Your Customer Policies  Performance Management Framework  Ways we measure our approach: LEI results, customer retention, accessibility of services, access locations across network, internal monitoring and testing reviews, initiatives which help customers facing hardships, green and social banking products</p>
<b>103-3</b>	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 46-48</p>

## GRI 417: Marketing and Labeling 2016

Disclosure	Description
	Reference or Response
<b>417-1</b>	<b>Requirements for product and service information labeling</b>

	<p><a href="#">Our Business</a> for a description of products and services by business line. TD complies with several industry level <a href="#">Codes of Conduct and Public Commitments</a>.</p> <p><a href="#">ESG Report</a> page 46 for Sales Practices</p> <p><a href="#">Product Information</a></p>
G4FS-7	<p><b>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose</b></p> <p><a href="#">ESG Report</a> page 33 for Mortgages for LMI customers.  <a href="#">ESG Report</a> page 48 for Loan restructuring.  <a href="#">ESG Report</a> pages 36-37 on Affordable Housing.</p> <p><b>SDG 1.4:</b> Equal rights and economic resources.  <b>SDG 11.1:</b> Increase access to affordable housing.</p>
G4FS-15	<p><b>Policies for the fair design and sale of financial products</b></p> <p><a href="#">Codes of Conduct and Public Commitments</a>  <a href="#">ESG Report</a> page 46 on Clear Language and Sales Practices.</p>

## Material Topic: Diversity & Inclusion

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 49  <a href="#">ESG Reporting Details</a> page 2</p> <p>For TD, diversity and inclusion are and have been a strategic priority for over a decade. Organizations that have cultivated and embedded diversity and inclusion foster innovation and creativity, widen the talent pool, increase employee satisfaction and outperform their peers financially. The leaders of the future will be known not only for cultivating an inclusive workplace, but for providing inclusive customer experiences and for being advocates for creating an inclusive society.</p> <p>Accountability: The Inclusion and Diversity Leadership Council (IDLC) which sets the strategy and oversees our progress on diversity and inclusion,</p>

	<a href="#">Diversity Governance</a> , day-to-day implementation- all people managers
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 49-50  <a href="#">Diversity and Employment Equity Report</a>  <a href="#">Code of Conduct and Ethics</a>  Respectful Workplace Policy  Workplace Accommodation Policy  Ways we measure our approach: Workforce diversity against labour market availability, Global employee engagement survey results (TD Pulse), Equal Opportunity Statement, Diversity awareness training for all new hires, Employees' voluntary completion of Employment Equity Survey (Canada), Participation in independent third-party surveys, such as Top Diversity Employers and the AON Hewitt Best Employer survey.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 49-50</p>

## GRI 405: Diversity and Equal Opportunity 2016

Disclosure	Description
	Reference or Response
405-1	<p><b>Diversity of governance bodies and employees</b></p> <p><a href="#">ESG Report</a> page 50 for Employee Diversity metrics  <a href="#">ESG Appendix</a> page 18 for TD's Workforce Profile for age and employee category  <a href="#">ESG Report</a> page 12 and <a href="#">PC</a> page 8-14 and 83-84 for Board Diversity</p> <p><a href="#">SDG 5.5</a>: Ensure equal opportunities for leadership at all levels.</p>

## GRI 412: Human Rights Assessment 2016

Disclosure	Description
	Reference or Response
412-2	<b>Employee training on human rights policies or procedures</b>

91,913 hours. The total number of hours related to human rights training was calculated using a 100% percent allocation applied to the total hours spent on human-rights related courses in fiscal 2019. Courses covering topics such as TD's Code of Conduct and Ethics, inclusion and diversity, fair banking and serving customers with disabilities.

## Material Topic: Talent Attraction, Engagement and Retention

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>
	<p><a href="#">ESG Report</a> page 52  <a href="#">ESG Reporting Details</a> page 2</p> <p>Our future success depends on our ability to attract, develop, deploy and retain the best diverse talent. As individuals are focused on working for organizations that align with their values, we at TD believe it is our purpose to empower colleagues to grow their skills, gain perspectives and create impact at work and in their communities.</p> <p>Accountability: Group Head of Customer and Colleague Experience, day-to-day People Managers.</p>
103-2	<b>The management approach and its components</b>
	<p><a href="#">ESG Report</a> pages 52-55  <a href="#">ESG Report</a> page 44 for Employee Ombudsman</p> <p>How we measure our approach: Retention rates, Employee Engagement Index (EEI), Spend on compensation and benefits, Effectiveness of programs in place, Hours volunteered by TD employees.</p>
103-3	<b>Evaluation of the management approach</b>
	<p><a href="#">ESG Report</a> page 52-55</p>

### GRI 401: Employment 2016

Disclosure	Description
	Reference or Response



401-1	<b>New employee hires and employee turnover</b>
	<a href="#">ESG Report</a> page 55 <a href="#">ESG Appendix</a> page 19
401-2	<b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b>
	<a href="#">Summary of Benefit Programs</a>

## TD specific metric

Disclosure	Description
	Reference or Response
	<b>EI- Employee Engagement Index</b>
	<a href="#">ESG Report</a> page 54
	<b>Total spend on compensation and benefits</b>
	<a href="#">ESG Report</a> page 58
	<b>Hours volunteered by TD employees</b>
	<a href="#">ESG Report</a> page 9

## Material Topic: Human Capital Development

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>
	<a href="#">ESG Report</a> page 61 <a href="#">ESG Reporting Details</a> page 2 TD's ability to attract and retain the best diverse talent, while sustaining and deepening the relationship with its current employees, is critical to maintaining its legendary customer experience. One of the reasons employees will choose to stay at TD is the opportunity for personal and

	<p>professional development. TD is committed to supporting, mentoring and preparing them to thrive in the economy of the future.</p> <p>Accountability: Group Head of Customer and Colleague Experience, day-to-day People Manager.</p>
<b>103-2</b>	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> pages 61-62 How we measure our approach: Investment in training and effectiveness of programs in place.</p>
<b>103-3</b>	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 61-62</p>

## GRI 404: Training and Education 2016

Disclosure	Description
	Reference or Response
<b>404-1</b>	<p><b>Average hours of training per year per employee</b></p> <p><a href="#">ESG Report</a> page 61</p> <p><a href="#">SDG 4.4</a>: Skills for employment, decent jobs and entrepreneurship</p>
<b>404-2</b>	<p><b>Programs for upgrading employee skills and transition assistance programs</b></p> <p><a href="#">ESG Report</a> page 62 <a href="#">TD's Approach to Job Transitions</a></p>

## TD specific metric

Disclosure	Description
	Reference or Response
	<b>Percentage of women promoted (in Canada)</b>

Figure represents the percentage of promotions earned by women in Canada

[ESG Report](#) page 53

[SDG 5.1](#): End all forms of discrimination.

## Governance

### Material Topic: Data Privacy and Security

#### GRI 103: Management Approach 2016

Disclosure	Description
103-1	<p data-bbox="386 846 727 888">Reference or Response</p> <p data-bbox="386 919 1156 961"><b>Explanation of the material topic and its boundary</b></p> <p data-bbox="386 1031 834 1104"><a href="#">ESG Report</a> page 16 <a href="#">ESG Reporting Details</a> page 2</p> <p data-bbox="386 1108 1511 1423">The trust of our customers lies at the core of our business. In the digital era, data security and privacy threats continue to evolve and escalate. Although TD has not experienced any material financial losses relating to technology failure, cyber attacks or security breaches, we remain vigilant. Any attack, breach, disruption or compromise may lead TD to experience, among other things, financial loss, a loss of customers or business opportunities, increased costs to maintain and update operational and security systems, and infrastructure and reputational damage.</p> <p data-bbox="386 1461 1471 1535">Accountability: Chief Risk Officer, Chief Privacy Officer, Chief Information Security Officer, Enterprise Risk Management Committee</p>
103-2	<p data-bbox="386 1608 1123 1650"><b>The management approach and its components</b></p> <p data-bbox="386 1713 1149 1829"><a href="#">ESG Report</a> pages 16-17 Information Security and Risk Management Policies Cybersecurity Policy <a href="#">Privacy Code</a></p> <p data-bbox="386 1875 1458 1980">Ways we measure our approach: Continuity of service and systems, incident tracking and risk assessments, employee training, investment in technology.</p>

103-3	Evaluation of the management approach
	<a href="#">ESG Report</a> pages 16-17

## GRI 418: Customer Privacy 2016

Disclosure	Description
	Reference or Response
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data
	<a href="#">ESG Report</a> page 57

## Other Topics

Other topics partially aligned to GRI Standards

## GRI 403: Occupational Health and Safety 2018

Disclosure	Description
	Reference or Response
403-9	Work-related injuries
	<a href="#">ESG Report</a> page 56

## GRI 415: Public Policy 2016

Disclosure	Description
	Reference or Response
415-1	Political contributions
	<a href="#">Public Policy and Political Contributions</a>

# 2020 GRI Index

TD has used the Global Reporting Initiative (GRI) framework for sustainability reporting since 2007. TD's 2020 ESG Report has been written in accordance with the GRI Standards: Core option. Our reporting also includes some disclosures in accordance with the Comprehensive option and relevant disclosures from the G4 Sector Supplement for the Financial Services Industry. In addition to the GRI Standards, we have also aligned our disclosures to Sustainability Accounting Standards Board (SASB). Our SASB index can be found [here](#). Where relevant, we have also highlighted the Sustainability Development Goals (SDG) which align to our disclosures.

## GRI 102: General Disclosures 2016

### Organizational Profile

Disclosure	Description
	Reference or Response
102-1	<b>Name of the organization</b>  TD Bank Group
102-2	<b>Activities, brands, products, and services</b>  The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Group ("TD" or the "Bank"). TD is the fifth largest bank in North America by branches and serves over 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, including TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance; U.S. Retail, including TD Bank, America's Most Convenient Bank®, TD Auto Finance U.S., TD Wealth (U.S.), and an investment in The Charles Schwab Corporation; and Wholesale Banking, including TD Securities. TD also ranks among the world's leading online financial services firms, with more than 15 million active online and mobile customers. TD had CDN\$1.7 trillion in assets on October 31, 2021.  <b>See also:</b> <a href="#">AR</a> page 27. <a href="#">AR</a> pages 28-32 (Canadian Retail Business Segment Analysis), pages 33-36 (U.S. Retail Business Segment Analysis), pages 36-38 (Wholesale Banking Business Segment Analysis) and page 39 (Corporate Business Segment Analysis).

102-3	<p><b>Location of headquarters</b></p> <p>Toronto, Canada</p>
102-4	<p><b>Location of operations</b></p> <p><b>Where we operate:</b> TD predominately operates in Canada and the Eastern seaboard of the U.S. which is the focus of TD's annual ESG Report.</p> <p><b>AR</b> page 5 on locations worldwide and page 217, Information on Subsidiaries.</p>
102-5	<p><b>Ownership and legal form</b></p> <p>TD is chartered under the Bank Act (Canada). It was formed on February 1st, 1955 through the amalgamation of The Bank of Toronto, chartered in 1855, and The Dominion Bank, chartered in 1869. TD trades under the symbol 'TD' on the Toronto and New York Stock Exchanges.</p>
102-6	<p><b>Markets served</b></p> <p>TD is the fifth largest bank by total assets in North America by branches and serves over 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, U.S. Retail and Wholesale Banking.</p> <p><b>Canadian Retail includes:</b> TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance.</p> <p><b>U.S. Retail includes:</b> TD Bank, America's Most Convenient Bank®, TD Auto Finance U.S., TD Wealth (U.S.), and an investment in The Charles Schwab Corporation.</p> <p><b>Wholesale Banking includes:</b> TD Securities.</p> <p><b>AR</b> pages 27-39 for more detailed information on our markets served.</p>
102-7	<p><b>Scale of organization</b></p> <p>At the end of FY2021, TD reported CDN \$14,649 million in adjusted net income, up from CDN \$9,968 million in FY2020, 89,464 average full-time equivalent employees, maintained 2,209 branches across North America. TD operates internationally through our offices in North America, Europe and Asia-Pacific.</p> <p><b>AR</b> page 15 for all Financial Highlights.</p>

	<a href="#">AR</a> pages 27-39, Business Segment analyses for quantity of products or services provided
102-8	<b>Information on employees and other workers</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 84-105 <a href="#">ESG Report</a> pages 76-79
102-9	<b>Supply chain</b>
	<a href="#">ESG Report</a> pages 66-67
102-10	<b>Significant changes to the organization and its supply chain</b>
	There were no significant changes to TD and its supply chain in FY2021
102-11	<b>Precautionary Principle or approach</b>
	<a href="#">ESG Report</a> pages 28-29 on Risk Management <a href="#">ESG Report</a> pages 45-46 on Lending <a href="#">ESG Report</a> pages 47-50 on Investing
102-12	<b>External initiatives</b>
	<a href="#">Affiliations</a>
102-13	<b>Memberships and associations</b>
	<a href="#">Affiliations</a> <a href="#">ESG Reporting Details</a> pages 4-5 for List of Stakeholder Engagements on Environmental, Social and Governance Topics

## Strategy

Disclosure	Description
102-14	<b>Statement from senior decision-maker</b>
	<a href="#">ESG Report</a> pages 4-5
102-15	<b>Key impacts, risks, and opportunities</b>
	Why it Matters to TD and Our Approach subsections for each material topic in the <a href="#">ESG Report</a> for a description of the key impacts, opportunities and effects on stakeholders.  <a href="#">ESG Report</a> pages 18-20 ESG Scorecard and Goals.

[AR](#) pages 65-71 Risk Factors and Management: Risk Factors That May Affect Future Results  
[AR](#) pages 72-104 Risk Factors and Management: Managing Risk  
[AR](#) pages 103-104 Risk Factors and Management: Managing Risk - Environmental and Social Risk

## Ethics and Integrity

Disclosure	Description
	Reference or Response
102-16	Values, principles, standards, and norms of behaviour
	<a href="#">Who we are</a> <a href="#">TD Code of Conduct and Ethics</a>
102-17	Mechanisms for advice and concerns about ethics
	<a href="#">ESG Report</a> page 24 and 81-82

## Governance

Disclosure	Description
	Reference or Response
102-18	Governance structure
	<a href="#">Corporate Governance Structure</a> <a href="#">Corporate Governance: Committees of the Board</a> <a href="#">PC</a> page 96-117 Schedule A, Corporate Governance <a href="#">ESG Report</a> pages 22-27 Corporate Governance and Integrity
102-20	Executive-level responsibility for economic, environmental, and social topics
	<a href="#">ESG Report</a> pages 22-27 on Corporate Governance and Integrity <a href="#">CAP</a> page 20 <a href="#">2021 CDP Response</a> pages 1-5
102-21	Consulting stakeholders on economic, environmental, and social topics
	<a href="#">ESG Reporting Details</a> pages 4-5 for List of Stakeholder Engagements on Environmental, Social and Governance Topics <a href="#">ESG Report</a> pages 16 for How We Listen to Stakeholders
102-22	Composition of the highest governance body and its committees



	<p>Board Diversity (as of October 31st, 2021)  % of female Directors: 40%  % of visible minority Directors: 13%  % of independent Directors: 93%</p> <p>Average tenure: 8 years</p> <p><b>More information:</b>  A full description of the tenure, experience and skills of TD's Board of Directors can be found in our <a href="#">PC</a> pages 13-19  <a href="#">PC</a> page 96 for Director Independence  <a href="#">PC</a> pages 105-106 for Diversity Policy</p>
102-23	<p><b>Chair of the highest governance body</b></p> <p>The Chair of the Board and the Chief Executive Officer of TD Bank Group are separate roles.</p>
102-24	<p><b>Nominating and selecting the highest governance body</b></p> <p><a href="#">PC</a> pages 104-105 for Nomination of Directors  <a href="#">PC</a> page 105 for Competencies and Skills Matrix</p>
102-25	<p><b>Conflicts of interest</b></p> <p><a href="#">PC</a> page 104 for Director Conflict of Interest</p>
102-26	<p><b>Role of the highest governance body in setting purpose, values, and strategy</b></p> <p><a href="#">Corporate Governance Committee Charter</a>  <a href="#">AR</a> page 103-104 on Environmental and Social Risk  <a href="#">ESG Report</a> pages 25-37  <a href="#">PC</a> page 27</p>
102-27	<p><b>Collective knowledge of the highest governance body</b></p> <p>Citizenship and ESG are a key part of TD's strategy and is managed within a framework of internal control, governance and risk management process.</p> <p><b>More information:</b>  <a href="#">ESG Report</a> pages 23-27  <a href="#">PC</a> pages 10-22</p>
102-28	<p><b>Evaluating the highest governance body's</b></p> <p><a href="#">PC</a> page 116</p>

102-29	<p><b>Identifying and managing economic, environmental and social impacts</b></p> <p>See feedback from stakeholders in the <a href="#">ESG Report</a> on page 16 and the <a href="#">ESG Reporting Details</a> page 1 for a description of TD's Materiality Assessment and List of Stakeholder Engagements on Environmental, Social and Governance Topics.</p>
102-30	<p><b>Effectiveness of risk management processes</b></p> <p>See disclosure GRI 102-26  <a href="#">Corporate Governance Committee Charter</a>  <b>PC</b> pages 106-108 for Board Assessments  <b>AR</b> pages 72-104 Risk Factors and Management: Managing Risk  <b>AR</b> pages 103-104 Risk Factors and Management: Managing Risk - Environmental and Social Risk</p>
102-31	<p><b>Review of economic, environmental, and social topics</b></p> <p><a href="#">ESG Report</a> pages 9-10  <b>PC</b> pages 25-26</p>
102-32	<p><b>Highest governance body's role in sustainability reporting</b></p> <p>The CEO approves the ESG Report.</p>
102-33	<p><b>Communicating critical concerns</b></p> <p>Shareholders, employees and other interested parties may communicate with the Board through the Board Chair.</p> <p><b>By mail:</b>  Mr. Brian M. Levitt  Chair of the Board  The Toronto-Dominion Bank  P.O. Box 1, Toronto-Dominion Centre  Toronto, Ontario M5K 1A2</p> <p><b>By email:</b>  c/o TD Shareholder Relations to <a href="mailto:tdshinfo@td.com">tdshinfo@td.com</a></p> <p><a href="#">AR</a> page 222-223, Shareholder and Investor Information</p>
102-35	<p><b>Remuneration policies</b></p> <p><b>PC</b> pages 21-22 for full details on Directors and pages 37-38 Executive Compensation  <a href="#">ESG Report</a> pages 27 for Linking ESG Factors in Executive Total Rewards  <a href="#">TD's Approach to Total Rewards</a></p>
102-36	<p><b>Processes for determining remuneration</b></p>

	<a href="#">PC</a> pages 39-76
<b>102-37</b>	<b>Stakeholders' involvement in remuneration</b>
	<a href="#">PC</a> page 39 At TD's Annual General Meeting, shareholders may cast a non-binding advisory vote on executive compensation. The results can be found on <a href="#">our website</a> .

## Stakeholder Engagement

Disclosure	Description
	Reference or Response
<b>102-40</b>	<b>List of stakeholder groups</b>
	<p>TD's primary stakeholders include: customers, employees, shareholders/investors and government regulators. Our secondary stakeholders include: community organizations, industry associations, suppliers and non-governmental organizations.</p> <p><b>More information:</b>  <a href="#">ESG Report</a> page 16 for How We Listen to Stakeholders  <a href="#">ESG Reporting Details</a> pages 1, 4-5 for more details on TD's ESG-related stakeholder engagements</p>
<b>102-41</b>	<b>Collective bargaining agreements</b>
	TD General Insurance has a long-established bargaining unit of approximately 210 employees, or 0.23% of our total employee population, represented by Teamsters Union at one of our Montreal locations.
<b>102-42</b>	<b>Identifying and selecting stakeholders</b>
	<p>In 2020, we conducted a comprehensive materiality assessment to identify and prioritize the ESG topics most important to our stakeholders and TD, which shape TD's ESG reporting. Our process involved four stages: research and benchmarking, impact mapping, stakeholder interviews and a validation workshop to discuss the assessment findings.</p> <p><a href="#">ESG Reporting Details</a> page 1 for details on our stakeholder engagement</p>
<b>102-43</b>	<b>Approach to stakeholder engagement</b>
	<p><a href="#">ESG Reporting Details</a> page 1 for the Details of TD's Materiality Assessment Process and Approach to Stakeholder Engagement  <a href="#">ESG Report</a> page 16 for How we Listen to Stakeholders</p>

102-44	<p><b>Key topics and concerns raised</b></p> <p>TD conducts a comprehensive materiality assessment every two years, with the last one being conducted in 2020. Between comprehensive years, we employ a dynamic materiality approach, leveraging the cloud-based analytics platform Datamaran, to validate the relevancy of our topics and monitor and identify trends in our material topics. No significant departures from our 2020 materiality matrix and ESG material topics were observed. Key topics identified through our 2020 comprehensive assessment were: Climate change, Risk Management, Sustainable Finance, Customer Service, Talent Attraction, Development and Retention, Corporate Governance, Data Security and Privacy, Financial Inclusion, Diversity and Inclusion, Ethics and Integrity and Social Inclusion.</p> <p><a href="#">ESG Report</a> page 16 for How we Listen to Stakeholders  <a href="#">ESG Report</a> page 17 for further details on our materiality assessment and ESG material topics.</p>
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## Reporting Practice

Disclosure	Description
	Reference or Response
102-45	<p><b>Entities included in the consolidated financial statements</b></p> <p><a href="#">AR</a> page 217, Information on Subsidiaries.            TD has two philanthropic foundations which are not owned and operated by TD and are therefore not part of our consolidated financial statements. These are:  <a href="#">TD Friends of the Environment</a>  <a href="#">TD Bank Charitable Foundation</a>  <a href="#">AR</a> pages 120-134 for Management’s Responsibility for Financial Information and Assurance of Financial Statements</p>
102-46	<p><b>Defining report content and topic boundaries</b></p> <p>The boundary of TD’s <a href="#">ESG Report</a> encompasses all of TD’s wholly-owned operations and activities which are organized around the following operating business segments: Canadian Retail, U.S. Retail and Wholesale Banking.</p> <p>We conduct a comprehensive materiality analysis every two years to identify, prioritize and validate the evolving ESG issues for TD. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining of our material topics. This process helps us track stakeholder interests and</p>

concerns and identify new issues as they emerge. These findings drive our corporate citizenship strategy and the information we provide in our annual ESG Report. ESG Report contents are aligned to material topics as identified by key stakeholders. Ways in which TD uses GRI's Reporting Principles for Defining Report Content:

**Stakeholder Inclusiveness:** TD engages with a wide variety of stakeholders through various channels and for many purposes including input on topics for the annual ESG Report. TD identifies its stakeholders for the reporting process based on their relationship with TD, influence or knowledge on current and emerging ESG topics.

**Sustainability Context:** TD develops initiatives and projects that look to address larger scale sustainability issues (such as the shift to a low-carbon economy).

**Materiality:** TD reports on ESG topics which are of significant importance to its stakeholders and topics that may impact TD.

**Completeness:** The ESG Report covers material topics and their boundaries for the 2021 reporting cycle to provide a comprehensive picture of TD's activities and impacts in the reporting year.

[ESG Report](#) pages 16-17

[ESG Reporting Details](#) page 3

102-47	<b>List of material topics</b>
	<p><a href="#">ESG Report</a> page 17</p> <p><a href="#">ESG Reporting Details</a> page 3</p>
102-48	<p><b>Restatement of information</b></p> <p>Restatements are provided in the text and footnotes of the ESG Report as well as in the footnotes of the 2021 Performance Data section of the <a href="#">ESG Report</a>.</p>
102-49	<p><b>Change in reporting</b></p> <p>There have been no significant changes in the list of material topics or topic boundaries.</p>
102-50	<p><b>Reporting period</b></p> <p>TD's Fiscal Year: November 1, 2020 - October 31, 2021</p>
102-51	<p><b>Date of most recent previous report</b></p> <p>TD's 2020 Environment, Social and Governance (ESG) Report published March 2021</p>
102-52	<b>Reporting cycle</b>

	Annual
102-53	<b>Contact point for all questions regarding the report</b>
	Email address for questions about our ESG Reporting and performance: <a href="mailto:tdreadycommitment@td.com">tdreadycommitment@td.com</a>
102-54	<b>Claims of reporting in accordance with the GRI Standards</b>
	This report is written in accordance with the GRI Standards: Core option.
102-55	<b>GRI content index</b>
	This table.
102-56	<b>External Assurance</b>
	<p>Ernst &amp; Young LLP performed a limited assurance engagement for a selection of TD's social and environmental disclosures including TD's GHG emissions and Carbon Neutral Schedule. Ernst and Young LLP is the bank's sole independent external financial auditor. The Audit Committee is accountable for supervising the quality and integrity of the bank's financial reporting and compliance requirements.</p> <p><a href="#">2021 Assurance Statement</a>  <a href="#">2021 Assurance Statement for the TD Sustainability Bond (2020) – Use of Proceeds</a></p>

## Environmental

### Material Topic: Climate Change

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its boundary</b>
	<p><a href="#">ESG Report</a> page 37  <a href="#">ESG Reporting Details</a> page 3</p> <p>Climate change is a top risk for TD. With continued severe weather events</p>

and risks related to the move toward a low-carbon economy, ensuring a sustainable future has never been more important. The 2021 report from the United Nations Intergovernmental Panel on Climate Change (IPCC), dubbed a “code red for humanity”, throws into sharp perspective the need for urgent, collective, inclusive and global action on climate change and the move toward a low-carbon future. Through our Climate Action Plan, we are working to embed climate considerations across our business lines and create effective business solutions.

103-2

### The management approach and its components

[ESG Report](#) page 37

[ESG Report](#) 2021 Performance Data pages 84-105

[CAP](#) pages 20-25

[2021 CDP Submission](#)

[TD's List of Renewable Energy Credits and Offset Providers](#)

**Accountability:** The Senior Vice President, Sustainability and Corporate Citizenship and the Executive Vice President, Non-Financial Risk Management have senior executive accountability for environmental and social strategy and risk management, respectively. The ESG Senior Executive Team (SET) Forum provides regular oversight on ESG and climate strategy development. The ESG Central Office (ECO) helps define roles and responsibilities in the Bank's Climate Target Operating Model (TOM) and contributes to the identification and development of implementation plans in line with our climate objectives. The ECO monitors progress on the TOM and updates the Board on status and risks. The Leadership and Strategy Hub within the ESG Centre of Expertise (COE) supports all COE Hubs. The Leadership and Strategy Hub helps set TD's ESG agenda and strategy, including those for climate, by drawing on expertise and experience from across the enterprise. Updates on ESG strategy progress are regularly shared with the SET ESG Forum and the Board.

**Ways we measure our approach:** We measure our climate impact by monitoring and calculating our Scope 1 & 2 and certain Scope 3 emissions (e.g., Purchased Goods & Services, Capital Goods, Business Travel, etc.) on an annual basis. For the first time this year, we have also started to quantify our Scope 3 financed emissions. Understanding our emissions impact enables us to track progress against our target to achieve net-zero GHG emissions associated with our operations and financing activities by 2050. In addition to measuring our GHG emissions, we also track our energy consumption, Renewable Energy Credits (RECs) purchases, and carbon neutrality performance.

103-3

### Evaluation of the management approach

[ESG Report](#) page 37

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
201-2	<b>Financial implications and other risks and opportunities due to climate change</b>
	<a href="#">ESG Report</a> page 37 <a href="#">2021 CDP Submission</a> <a href="#">Environmental and Social Credit Risk Process</a> AR pages 70, 103-104 on Environmental & Social Risk <a href="#">CAP</a>
	<b>SDG</b> Target 13.1: Climate change resilience and adaptive capacity

## GRI 302: Energy 2016

Disclosure	Description
	Reference or Response
302-1	<b>Energy consumption within the organization</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 93-94 and 90 for Notes to GHG Emissions
	<b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy
302-3	<b>Energy intensity</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 93-94
	<b>TD calculates energy intensity:</b> <ul style="list-style-type: none"> <li>• Electricity intensity (GJ per square foot)</li> <li>• Electricity intensity (GJ per million dollar revenue)</li> </ul>
302-4	<b>Reduction of energy consumption</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 93-94
	<b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of



resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy

## GRI 303: Water and Effluents 2018

Disclosure	Description
	Reference or Response
303-5	<p data-bbox="386 457 690 499"><b>Water consumption</b></p> <p data-bbox="386 531 1071 573"><a href="#">ESG Report: 2021 Performance Data</a> page 94</p> <p data-bbox="386 604 1502 718"><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>

## GRI 305: Emissions 2016

Disclosure	Description
	Reference or Response
305-1	<p data-bbox="386 1026 868 1068"><b>Direct (Scope 1) GHG emissions</b></p> <p data-bbox="386 1100 1510 1173"><a href="#">ESG Report: 2021 Performance Data</a> pages 87-89 and 90 for Notes to GHG Emissions</p>
305-2	<p data-bbox="386 1215 1015 1257"><b>Energy indirect (Scope 2) GHG emissions</b></p> <p data-bbox="386 1289 1510 1362"><a href="#">ESG Report: 2021 Performance Data</a> pages 87-89 and 90 for Notes to GHG Emissions</p>
305-3	<p data-bbox="386 1394 998 1436"><b>Other indirect (Scope 3) GHG emissions</b></p> <p data-bbox="386 1467 1510 1541"><a href="#">ESG Report: 2021 Performance Data</a> pages 87-89 and 90 for Notes to GHG Emissions</p>
G4FS-EN15	<p data-bbox="386 1583 625 1625"><b>Business travel</b></p> <p data-bbox="386 1656 1071 1698"><a href="#">ESG Report: 2021 Performance Data</a> page 89</p>
305-4	<p data-bbox="386 1730 763 1772"><b>GHG emissions intensity</b></p> <p data-bbox="386 1803 1128 1845"><a href="#">ESG Report: 2021 Performance Data</a> pages 87-89</p>
305-5	<p data-bbox="386 1877 820 1919"><b>Reduction of GHG emissions</b></p> <p data-bbox="386 1950 462 1992"><a href="#">CAP</a></p>

[TD's Interim Scope 1 and 2 GHG Emissions Reduction Target Advancing Our Climate Action Plan: Methodology for TD's Interim Financed Emissions Targets](#)  
[ESG Report: 2021 Performance Data](#) pages 87-88  
[ESG Report: 2021 Performance Data](#) page 91 for the dollars financed, number of deals, and reductions by TD Auto Finance customers and the number of discounts and reductions by TD Auto Insurance customers.

## GRI 306: Waste 2020

Disclosure	Description
	Reference or Response
306-3	<b>Waste generated</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> page 94</p> <p><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>
306-4	<b>Waste diverted from disposal</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> page 94</p> <p><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>
306-5	<b>Waste directed to disposal</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> page 94</p> <p><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>

## Material Topic: Sustainable Finance

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its boundary</b>

[ESG Report](#) page 42  
[ESG Report: 2021 Performance Data](#) page 3

Leveraging our products and services, TD can support our clients in the transition to an inclusive, low-carbon future while supporting sustainable economic growth. To play a role in bringing sustainable finance into the mainstream, we continue to look for ways to direct capital flows toward opportunities that drive positive outcomes for the environment and society. With sustainable finance, we can create innovative ways to make progress against the priorities of our ESG Framework and Climate Action Plan. As we continue to broaden our offerings, we can provide our customers options that enable them to make conscious choices that contribute to a more sustainable society.

103-2

### The management approach and its components

[ESG Report](#) page 42  
TD Enterprise Risk Framework  
[CAP](#)  
[TD's Environmental and Social Credit Risk Process](#)  
[TDAM Sustainable Investing Approach](#)

**Accountability:** Environmental Governance ([AR](#) page: 103), Reputational Risk Committee, Corporate Governance Committee

**Ways we measure our approach:** Number of corporate lending transactions reviewed under E&S Credit Risk Process, Equator Principles Project Finance Transactions, number of stakeholder engagements on ESG topics, range of product and service offerings that deliver environmental and social benefits. TD has targeted a total of \$100 billion to support low-carbon initiatives through lending, financing, asset management and internal corporate programs by 2030.

103-3

### Evaluation of the management approach

[ESG Report](#) page 42

G4-FS10

**Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environment or social issues**

[ESG Report](#) page 42

## Social

## Material Topic: Financial and Economic Inclusion

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p data-bbox="386 428 1156 464"><b>Explanation of the material topic and its Boundary</b></p> <p data-bbox="386 537 1052 611"><a href="#">ESG Report</a> page 54 <a href="#">ESG Report: 2021 Performance Data</a> page 3</p> <p data-bbox="386 648 1511 1241">Our success is deeply interconnected with the well-being of communities that support our business, as well as the relationships we have in the communities we serve. We want to see our communities thrive. Not only is it the right thing to do to help ensure access to financial services, but economies grow faster and for longer periods when prosperity is distributed more equitably across segments of the population.<sup>1</sup> There continues to be economic fallout from COVID-19, particularly among low-income and marginalized communities.<sup>3</sup> While economies are beginning to recover after the initial shock of the pandemic, many individuals and communities continue to struggle to save or maintain their financial health. In order to continue serving the unique needs of our customers and help them to address the negative impacts of the pandemic, TD focuses on providing equitable access to banking and addressing our customers' financial health and education. This is core to our journey to foster financial inclusion and promote inclusive economic growth across our footprint.<sup>3</sup></p> <p data-bbox="386 1272 1458 1346"><sup>1</sup> <a href="https://www.mckinsey.com/industries/public-and-social-sector/our-insights/the-case-for-inclusive-growth">https://www.mckinsey.com/industries/public-and-social-sector/our-insights/the-case-for-inclusive-growth</a></p> <p data-bbox="386 1356 1500 1467"><sup>2</sup> <a href="https://td.mediaroom.com/2021-10-19-1-In-3-Canadian-Parents-Surveyed-Arent-Confident-Theyre-Setting-a-Healthy-Financial-Example-for-Their-Kids">https://td.mediaroom.com/2021-10-19-1-In-3-Canadian-Parents-Surveyed-Arent-Confident-Theyre-Setting-a-Healthy-Financial-Example-for-Their-Kids</a></p> <p data-bbox="386 1478 1481 1589"><sup>3</sup> <a href="https://stories.td.com/us/en/article/despite-increased-financial-awareness-due-to-covid-19-saving-continues-to-be-a-major-challenge-for-americans-td-bank-survey-finds">https://stories.td.com/us/en/article/despite-increased-financial-awareness-due-to-covid-19-saving-continues-to-be-a-major-challenge-for-americans-td-bank-survey-finds</a></p>
103-2	<p data-bbox="386 1667 1123 1703"><b>The management approach and its components</b></p> <p data-bbox="386 1776 1188 1887"><a href="#">ESG Report</a> page 54 <a href="#">TDRC Report</a> <a href="#">TD Ready Commitment</a> and The <a href="#">TD Ready Challenge</a></p> <p data-bbox="386 1923 1495 1997"><b>Accountability:</b> Enterprise Risk Management Committee (Group Head and Chief Risk Officer); SET ESG Forum (Group Head and General Counsel),</p>

Community Investment Council (SVP, Sustainability and Corporate Citizenship).

**Ways we measure our approach:** Accessibility of our products and services, reach of financial education initiatives in diverse communities and for diverse groups, economic value distributed, responsible sourcing practices, philanthropic donations (1% of pre-tax profit as benchmark of corporate donations, progress against our \$1 billion commitment, % of corporate giving to initiatives that aim to deliver on TD Ready Commitment outcomes

103-3

**Evaluation of the management approach**

[ESG Report](#) page 54

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
201-1	<p><b>Direct economic value generated and distributed</b></p> <p><a href="#">ESG Report</a> pages 60-62 on Economic Value.</p> <p><a href="#">SDG</a> Target 8.1: Per capita economic growth in accordance with national circumstances.</p>
G4FS-EC1	<p><b>Direct economic value generated and distributed- community investment</b></p> <p><a href="#">ESG Report</a> pages 63-64 on Strategic Philanthropy.</p> <p><a href="#">SDG</a> Target 8.1: Per capita economic growth in accordance with national circumstances.</p>
G4FS-6	<p><b>Amount of loans to programs designated to promote small business and community</b></p> <p><a href="#">ESG Report: 2021 Performance Data</a> page 98 on community development loans and page 97 for loans to small businesses.</p> <p><a href="#">SDG</a> Target 8.3: Job creation and entrepreneurship.</p>
G4FS-14	<p><b>Access points in low-populated or economically disadvantaged areas by type</b></p>

	<a href="#">ESG Report</a> pagea 55-56 on serving diverse customers. <a href="#">PAS</a> page 8 <a href="#">New to Canada website</a> <a href="#">TD and Indigenous Communities in Canada</a> 2019 Report
<b>G4FS-13</b>	<b>Initiatives to improve access to financial services for disadvantaged people</b>
	<a href="#">ESG Report</a> pages 58-59 on financial inclusion, health, and education. <a href="#">TD and Indigenous Communities in Canada</a> 2019 Report
	<a href="#">SDG</a> Target 8.10: Access to banking for all
<b>G4FS-16</b>	<b>Initiatives to enhance financial literacy by type of beneficiary</b>
	<a href="#">ESG Report</a> page 59 on Financial Education <a href="#">TDRC Report</a> page 6 on Financial Education
	<a href="#">SDG</a> Target 1.4: Equal rights to economic resources

## Material Topic: Social Inclusion

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
<b>103-1</b>	<b>Explanation of the material topic and its Boundary</b>
	<a href="#">ESG Report</a> pages 63-64  We strive to make a positive impact through our operations, and we are dedicated to supporting and helping expand the economic and social capacity of our communities. Healthy communities are built on effective community organizations and institutions, skilled people, strong civil and political engagement, local leadership and strong economies and are what make our communities sustainable in the long run. It is critical for companies to acknowledge and manage issues associated with inequality and racism. As a large financial institution with economic influence, TD recognizes that it has a role to play in fostering the communities in which it operates and in encouraging the advancement of a diverse and inclusive society.
<b>103-2</b>	<b>The management approach and its components</b>
	<a href="#">ESG Report</a> pages 63-64

[TDRC Report](#)  
[TD Ready Commitment](#) and The [TD Ready Challenge](#)

**Accountability:** Enterprise Risk Management Committee (Group Head and Chief Risk Officer); SET ESG Forum (Group Head and General Counsel), Community Investment Council (SVP, Sustainability and Corporate Citizenship).

**Ways we measure our approach:** Workforce diversity and inclusion measures and commitments, sustainable finance measures and commitments, affordable housing initiatives, philanthropic donations (1% of pre-tax profit as benchmark of corporate donations, progress against our \$1 billion commitment, % of corporate giving to initiatives that aim to deliver on TD Ready Commitment outcomes).

103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> pages 63-64</p>
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### GRI 203: Indirect Economic Impacts 2016

Disclosure	Description
203-1	<p><b>Infrastructure investments and services supported</b></p> <p><a href="#">ESG Report</a> page 64 and <a href="#">TDRC Report</a> page 8 on Affordable housing.  <a href="#">ESG Report</a> page 44 on Sustainable Debt Financing  <a href="#">ESG Report</a> page 40 on Support to the Low Carbon economy  <a href="#">TD Sustainability Bond (2020) Issuance – Use of Proceeds</a></p>
203-2	<p><b>Significant indirect economic impacts</b></p> <p><a href="#">ESG Report</a> pages 63-64 on Strategic Philanthropy for impacts of TD’s giving.  <a href="#">ESG Report</a> pages 55-56 on Serving diverse customers for information on how TD is lowering the barriers for banking.  <a href="#">ESG Report</a> page 64 on Affordable Housing for information on how TD is reinvesting in low- to moderate-income communities.  <a href="#">ESG Report</a> page 34 on Taxes for information on taxes TD pays and collects on behalf of governments in the countries and regions where we operate.</p>

### GRI 413: Local Communities 2016

Disclosure	Description
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	Reference or Response
413-1	<b>Operations with local community engagement, impact assessments, and development programs</b>
	In the U.S., community engagement, impact assessment and development programs are federally legislated by the Community Reinvestment Act.  <a href="#">ESG Report</a> pages 63-64 on Strategic Philanthropy. <a href="#">ESG Report</a> pages 63-64 on Supporting underserved U.S. communities. <a href="#">ESG Report</a> page 16 on How We Listen to Stakeholders.
	<a href="#">SDG</a> Target 10.2: The social, economic and political inclusion for all.
413-2	<b>Operations with significant actual and potential negative impacts on local communities</b>  <a href="#">PAS</a> page 11 and 12 on openings and closures of branches in Canada.

## GRI 419: Socioeconomic Compliance 2016

Disclosure	Description
419-1	<b>Non-compliance with laws and regulations in the social and economic arena</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 85

## TD specific metric

Disclosure	Description
	<b>Hours volunteered by TD employees</b>
	<a href="#">ESG Report</a> page 65

## Material Topic: Customer Experience

### GRI 103: Management Approach 2016

Disclosure	Description
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	Reference or Response
103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 68  <a href="#">ESG Reporting Details</a> page 3</p> <p>We are committed to delivering exceptional customer experiences across all our customer touchpoints to deliver personal and connected interactions with our customers, which is particularly important in challenging times, such as during the COVID-19 pandemic. COVID-19 shifted customer expectations and dramatically altered how they engaged with their bank, with millions of customers turning to digital banking. TD is focused on continuing to innovate to meet and exceed evolving customer expectations. As we deal with the longer-term impacts of the pandemic, we know quick and efficient responses to customer inquiries continue to be imperative.</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> page 68  <a href="#">Online Communication Policy</a>  Specific Regulatory Compliance Policies  <a href="#">TD Code of Conduct and Ethics</a>  <a href="#">Codes of Conduct and Public Commitments</a></p> <p><b>Accountability:</b> Group Head and General Counsel, shared accountability across Compliance, Marketing, Product Groups and Distribution</p> <p><b>Ways we measure our approach:</b> Legendary Experience Index (LEI) results, sales, customer retention, customer feedback, robustness of complaint resolution process, training initiatives for our front-line employees, investment in technology, and awards.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 68</p>

## TD specific metric

Disclosure	Description
	Reference or Response
	<b>Legendary Experience Index- LEI</b>
	<a href="#">ESG Report</a> page 68 <a href="#">ESG Report: 2021 Performance Data</a> page 99

**Material Topic: Diversity & Inclusion****GRI 103: Management Approach 2016**

Disclosure	Description
	Reference or Response
103-1	<p data-bbox="386 594 1156 632"><b>Explanation of the material topic and its Boundary</b></p> <p data-bbox="386 701 834 779"><a href="#">ESG Report</a> page 73 <a href="#">ESG Reporting Details</a> page 3</p> <p data-bbox="386 814 1507 1444">We strongly believe that in order to successfully serve our customers, TD needs to reflect the diversity of our communities and foster an inclusive corporate culture. Diversity and inclusion have remained strategic priorities for TD for over a decade. The disproportionate impacts of the pandemic, incidents such as the findings of unmarked graves at former residential schools across Canada and acts of hate towards diverse communities such as Black and Asian communities, have deeply affected our customers, colleagues and the communities we serve. TD stands against all forms of racism and hate and these and other events are stark reminders that there is more work ahead and reinforces D&amp;I as a core value and business imperative for us. Organizations that take a systemic approach to strengthen and embed diversity and inclusion within their business-as-usual processes are outperforming their peers financially.<sup>1</sup> Future leaders will be known not only for cultivating an inclusive workplace, but also for providing inclusive customer experiences and being advocates for creating an inclusive society.<sup>2</sup></p> <p data-bbox="386 1480 980 1598"><sup>1</sup> <a href="#">Delivering through Diversity</a> <sup>2</sup> <a href="#">Diversity wins. How inclusion matters</a> <a href="#">The case for inclusive growth</a></p>
103-2	<p data-bbox="386 1671 1123 1709"><b>The management approach and its components</b></p> <p data-bbox="386 1778 899 1969"><a href="#">ESG Report</a> page 73 <a href="#">Employment Equity Report</a> <a href="#">TD Code of Conduct and Ethics</a> <a href="#">Respectful Workplace Policy</a> Workplace Accommodation Policy</p>

Workplace Gender Transition Guideline  
 Equal Employment Opportunity Policy  
 TD Accessibility Policy

**Accountability:** The Inclusion and Diversity Leadership Council which sets the strategy and oversees our progress on diversity and inclusion, Diversity Governance, day-to-day implementation- all people managers

**Ways we measure our approach:** Workforce diversity data measured against available labour market data, Global employee engagement survey results (TD Pulse), our commitment as articulated in the Equal Opportunity Statement, Diversity awareness training for all employees, Employees' voluntary completion of Employment Equity Survey (Canada), Participation in independent third party surveys, such as DiversityInc Top 50 Companies for Diversity, Human Rights Campaign Corporate Equality Index, Disability Equality Index (DEI) and the Bloomberg Gender Equality Index. TD's Accessibility and Accommodation policies and Code of Conduct establish principles and standards for diversity and inclusion throughout the organization.

103-3

**Evaluation of the management approach**

[ESG Report](#) page 73

## GRI 405: Diversity and Equal Opportunity 2016

Disclosure	Description
	Reference or Response
405-1	<p><b>Diversity of governance bodies and employees</b></p> <p><a href="#">ESG Report</a> page 74-75 for Employee Diversity metrics and <a href="#">ESG Report</a> page 78 for TD's Workforce Profile for age and employee category  <a href="#">ESG Report: 2021 Performance Data</a> page 85 and <a href="#">PC</a> pages 10-22 and 112-113 for Board Diversity</p> <p><a href="#">SDG</a> Target 5.5: Ensure equal opportunities for leadership at all levels.</p>

## Material Topic: Talent Attraction, Development and Retention

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response

103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 76  <a href="#">ESG Reporting Details</a> page 3</p> <p>To sustain and grow our legendary customer experience and be the Better Bank, we need to attract, develop, deploy and retain the best talent. With more individuals driven to work for organizations that align with their values, we believe it is our purpose to empower employees to grow their skills, provide opportunities to help achieve career aspirations and create impact at work and in their communities.<sup>1</sup></p> <p><sup>1</sup> <a href="https://www.weforum.org/agenda/2021/09/heres-how-to-retain-employees-during-the-great-resignation/">https://www.weforum.org/agenda/2021/09/heres-how-to-retain-employees-during-the-great-resignation/</a></p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> page 76  <a href="#">ESG Report</a> page 24 for Employee Ombudsman  <a href="#">Senior Customer Complaints Office</a></p> <p><b>Accountability:</b> Senior Executive Vice President, Human Resources, day-to-day People Managers.</p> <p><b>How we measure our approach:</b> Retention rates, Employee Engagement Index (EEI), Spend on compensation and benefits, investment in training and effectiveness of programs, Leadership pipeline trainings.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 76</p>

## GRI 401: Employment 2016

Disclosure	Description
401-1	<p><b>New employee hires and employee turnover</b></p> <p><a href="#">ESG Report</a> page 79  <a href="#">ESG Report: 2021 Performance Data</a> pages 104-105</p>
401-2	<p><b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b></p>

## GRI 404: Training and Education 2016

Disclosure	Description
	Reference or Response
404-1	<p><b>Average hours of training per year per employee</b></p> <p><a href="#">ESG Report</a> page 103</p> <p><a href="#">SDG</a> Target 4.4: Skills for employment, decent jobs and entrepreneurship.</p>
404-2	<p><b>Programs for upgrading employee skills and transition assistance programs</b></p> <p><a href="#">ESG Report</a> page 76  <a href="#">TD's Approach to Total Rewards</a>  <a href="#">TD's Approach to Job Transition</a></p>

## TD specific metric

Disclosure	Description
	Reference or Response
	<p><b>EEI- Employee Engagement Index</b></p> <p><a href="#">ESG Report</a> page 104</p>
	<p><b>Total spend on compensation and benefits</b></p> <p><a href="#">ESG Report</a> page 81</p>
	<p><b>% women promoted (in Canada) <sup>1</sup></b></p> <p><a href="#">ESG Report</a> page 103</p> <p><sup>1</sup> Figure represents the percentage of promotions earned by women in Canada</p>
	<p><a href="#">SDG</a> Target 5.1: End all forms of discrimination.</p>

# Governance

## Material Topic: Data Privacy and Security

### GRI 103: Management Approach 2016

Disclosure	Description
103-1	<p data-bbox="386 520 1156 554"><b>Explanation of the material topic and its Boundary</b></p> <p data-bbox="386 625 837 701"><a href="#">ESG Report</a> page 30 <a href="#">ESG Reporting Details</a> page 3</p> <p data-bbox="386 739 1507 1092">Maintaining the trust of our customers, while protecting their privacy and the Bank's systems, and keeping information secure, is a fundamental priority for TD. In a digital era complicated by a global pandemic and the remote work environment, data security and privacy threats are evolving at a rapid pace. We believe everyone at TD has an obligation to help keep data secure and private. We regularly offer training to our colleagues to help them stay vigilant and aware of cybersecurity and privacy best practices. TD has not experienced any material<sup>1</sup> financial losses relating to technology failure, cyber attacks or security or privacy breaches.</p> <p data-bbox="386 1125 1117 1159"><sup>1</sup> As such term is used for securities law purposes.</p>
103-2	<p data-bbox="386 1234 1123 1268"><b>The management approach and its components</b></p> <p data-bbox="386 1344 1458 1579"><a href="#">ESG Report</a> page 30 Information Security and Risk Management Policies <a href="#">Privacy Commitment</a> (Policies and procedures about the collection, use and disclosure of customer information) <a href="#">Online Communication Policy</a> <a href="#">Privacy Policy</a></p> <p data-bbox="386 1612 1487 1688"><b>Accountability:</b> Chief Risk Officer, VP &amp; Global Chief Privacy Officer, Chief Information Security Officer, Enterprise Risk Management Committee</p> <p data-bbox="386 1722 1403 1881"><b>Ways we measure our approach:</b> Continuity of service and systems, incident tracking and risk assessments, threat monitoring, insurance coverage against risk of cyber-related events, employee training, investment in technology.</p>
103-3	<p data-bbox="386 1948 1019 1982"><b>Evaluation of the management approach</b></p>

## GRI 418: Customer Privacy 2016

Disclosure	Description
	Reference or Response
418-1	<b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>
	<a href="#">ESG Report</a> page 30

## Other Topics

### Governance

## GRI 412: Human Rights Assessment 2016

Disclosure	Description
	Reference or Response
412-2	<b>Employee training on human rights policies or procedures</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 86

### Social

## GRI 308: Supplier Environmental Assessment 2016

Disclosure	Description
	Reference or Response
308-1	<b>New suppliers that were screened using environmental criteria</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing
308-2	<b>Negative environmental impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing

## GRI 414: Supplier Social Assessment 2016

Disclosure	Description
	Reference or Response
414-1	<b>New suppliers that were screened using social criteria</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing
414-2	<b>Negative social impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing

## GRI 403: Occupational Health and Safety 2018

Disclosure	Description
	Reference or Response
403-9	<b>Work-related injuries</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 105

## GRI 415: Public Policy 2016

Disclosure	Description
	Reference or Response
415-1	<b>Political contributions</b>
	<a href="#">Public Policy and Political Contributions</a>

## GRI 417: Marketing and Labeling 2016

Disclosure	Description
	Reference or Response
417-1	<b>Requirements for product and service information labeling</b>
	<a href="#">About TD</a> for a description of products and services by business line. TD complies with several industry level <a href="#">Codes of Conduct and Public Commitments</a> . <a href="#">ESG Report</a> page 71 for Sales Practices



	<a href="#">Product Responsibility</a>
G4FS-7	<b>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose</b>
	<a href="#">ESG Report</a> page 44 on Sustainable Debt Financing. <a href="#">ESG Report: 2021 Performance Data</a> pages 96 and 100. <a href="#">ESG Report</a> page 64 on Affordable Housing.
	<a href="#">SDG</a> Target 1.4: Equal rights and economic resources. <a href="#">SDG</a> Target 11.1: Increase access to affordable housing.
G4FS-8	<b>Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose</b>
	<a href="#">ESG Report</a> page 44 on Sustainable Debt Financing. <a href="#">ESG Report</a> page 43 on TD Auto Insurance and Auto Finance.
	<a href="#">SDG</a> Target 11.6: Reduce the adverse effect of cities.
G4FS-15	<b>Policies for the fair design and sale of financial products</b>
	<a href="#">Codes of Conduct and Public Commitments</a> <a href="#">ESG Report</a> page 71 on Clear Language and Sales Practices.

## 2021 GRI Index

TD has used the Global Reporting Initiative (GRI) framework for sustainability reporting since 2007. TD's 2021 ESG Report has been written in accordance with the GRI Standards: Core option. Our reporting also includes some disclosures in accordance with the Comprehensive option and relevant disclosures from the G4 Sector Supplement for the Financial Services Industry. In addition to the GRI Standards, we have also aligned our disclosures to Sustainability Accounting Standards Board (SASB). Our SASB index can be found [here](#). Where relevant, we have also highlighted the Sustainability Development Goals (SDGs)<sup>1</sup> which align to our disclosures.

## GRI 102: General Disclosures 2016

### Organizational Profile

Disclosure	Description

	Reference or Response
102-1	<b>Name of the organization</b>
	TD Bank Group
102-2	<b>Activities, brands, products, and services</b>
	<p>The Toronto-Dominion Bank and its subsidiaries are collectively known as TD Bank Group (“TD” or the “Bank”). TD is the fifth largest bank in North America by branches and serves over 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, including TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance; U.S. Retail, including TD Bank, America’s Most Convenient Bank®, TD Auto Finance U.S., TD Wealth (U.S.), and an investment in The Charles Schwab Corporation; and Wholesale Banking, including TD Securities. TD also ranks among the world’s leading online financial services firms, with more than 15 million active online and mobile customers. TD had CDN\$1.7 trillion in assets on October 31, 2021.</p> <p><b>See also:</b>  <a href="#">AR</a> page 27.  <a href="#">AR</a> pages 28-32 (Canadian Retail Business Segment Analysis), pages 33-36 (U.S. Retail Business Segment Analysis), pages 36-38 (Wholesale Banking Business Segment Analysis) and page 39 (Corporate Business Segment Analysis).</p>
102-3	<b>Location of headquarters</b>
	Toronto, Canada
102-4	<b>Location of operations</b>
	<p><b>Where we operate:</b> TD predominately operates in Canada and the Eastern seaboard of the U.S. which is the focus of TD’s annual ESG Report.</p> <p><a href="#">AR</a> page 5 on locations worldwide and page 217, Information on Subsidiaries.</p>
102-5	<b>Ownership and legal form</b>
	<p>TD is chartered under the Bank Act (Canada). It was formed on February 1st, 1955 through the amalgamation of The Bank of Toronto, chartered in 1855, and The Dominion Bank, chartered in 1869. TD trades under the symbol ‘TD’ on the Toronto and New York Stock Exchanges.</p>

102-6	<p><b>Markets served</b></p> <p>TD is the fifth largest bank by total assets in North America by branches and serves over 26 million customers in three key businesses operating in a number of locations in financial centres around the globe: Canadian Retail, U.S. Retail and Wholesale Banking.</p> <p><b>Canadian Retail includes:</b> TD Canada Trust, TD Auto Finance Canada, TD Wealth (Canada), TD Direct Investing, and TD Insurance.</p> <p><b>U.S. Retail includes:</b> TD Bank, America’s Most Convenient Bank®, TD Auto Finance U.S., TD Wealth (U.S.), and an investment in The Charles Schwab Corporation.</p> <p><b>Wholesale Banking includes:</b> TD Securities.</p> <p><a href="#">AR</a> pages 27-39 for more detailed information on our markets served.</p>
102-7	<p><b>Scale of organization</b></p> <p>At the end of FY2021, TD reported CDN \$14,649 million in adjusted net income, up from CDN \$9,968 million in FY2020, 89,464 average full-time equivalent employees, maintained 2,209 branches across North America. TD operates internationally through our offices in North America, Europe and Asia-Pacific.</p> <p><a href="#">AR</a> page 15 for all Financial Highlights.  <a href="#">AR</a> pages 27-39, Business Segment analyses for quantity of products or services provided</p>
102-8	<p><b>Information on employees and other workers</b></p> <p><a href="#">ESG Report: 2021 Performance Data</a> pages 84-105  <a href="#">ESG Report</a> pages 76-79</p>
102-9	<p><b>Supply chain</b></p> <p><a href="#">ESG Report</a> pages 66-67</p>
102-10	<p><b>Significant changes to the organization and its supply chain</b></p> <p>There were no significant changes to TD and its supply chain in FY2021</p>
102-11	<p><b>Precautionary Principle or approach</b></p> <p><a href="#">ESG Report</a> pages 28-29 on Risk Management  <a href="#">ESG Report</a> pages 45-46 on Lending  <a href="#">ESG Report</a> pages 47-50 on Investing</p>

102-12	External initiatives
	<a href="#">Affiliations</a>
102-13	Memberships and associations
	<a href="#">Affiliations</a> <a href="#">ESG Reporting Details</a> pages 4-5 for List of Stakeholder Engagements on Environmental, Social and Governance Topics

## Strategy

Disclosure	Description
	Reference or Response
102-14	Statement from senior decision-maker
	<a href="#">ESG Report</a> pages 4-5
102-15	Key impacts, risks, and opportunities
	<p>Why it Matters to TD and Our Approach subsections for each material topic in the <a href="#">ESG Report</a> for a description of the key impacts, opportunities and effects on stakeholders.</p> <p><a href="#">ESG Report</a> pages 18-20 ESG Scorecard and Goals.  <a href="#">AR</a> pages 65-71 Risk Factors and Management: Risk Factors That May Affect Future Results  <a href="#">AR</a> pages 72-104 Risk Factors and Management: Managing Risk  <a href="#">AR</a> pages 103-104 Risk Factors and Management: Managing Risk - Environmental and Social Risk</p>

## Ethics and Integrity

Disclosure	Description
	Reference or Response
102-16	Values, principles, standards, and norms of behaviour
	<a href="#">Who we are</a> <a href="#">TD Code of Conduct and Ethics</a>
102-17	Mechanisms for advice and concerns about ethics

## Governance

Disclosure	Description
	Reference or Response
102-18	<p><b>Governance structure</b></p> <p><a href="#">Corporate Governance Structure</a>  <a href="#">Corporate Governance: Committees of the Board</a>  <b>PC</b> page 96-117 Schedule A, Corporate Governance  <a href="#">ESG Report</a> pages 22-27 Corporate Governance and Integrity</p>
102-20	<p><b>Executive-level responsibility for economic, environmental, and social topics</b></p> <p><a href="#">ESG Report</a> pages 22-27 on Corporate Governance and Integrity  <b>CAP</b> page 20  <a href="#">2021 CDP Response</a> pages 1-5</p>
102-21	<p><b>Consulting stakeholders on economic, environmental, and social topics</b></p> <p><a href="#">ESG Reporting Details</a> pages 4-5 for List of Stakeholder Engagements on Environmental, Social and Governance Topics  <a href="#">ESG Report</a> pages 16 for How We Listen to Stakeholders</p>
102-22	<p><b>Composition of the highest governance body and its committees</b></p> <p>Board Diversity (as of October 31st, 2021)                      % of female Directors: 40%                      % of visible minority Directors: 13%                      % of independent Directors: 93%</p> <p>Average tenure: 8 years</p> <p><b>More information:</b>                      A full description of the tenure, experience and skills of TD's Board of Directors can be found in our <b>PC</b> pages 13-19  <a href="#">PC</a> page 96 for Director Independence  <a href="#">PC</a> pages 105-106 for Diversity Policy</p>
102-23	<p><b>Chair of the highest governance body</b></p> <p>The Chair of the Board and the Chief Executive Officer of TD Bank Group are separate roles.</p>

102-24	<p><b>Nominating and selecting the highest governance body</b></p> <p><a href="#">PC</a> pages 104-105 for Nomination of Directors  <a href="#">PC</a> page 105 for Competencies and Skills Matrix</p>
102-25	<p><b>Conflicts of interest</b></p> <p><a href="#">PC</a> page 104 for Director Conflict of Interest</p>
102-26	<p><b>Role of the highest governance body in setting purpose, values, and strategy</b></p> <p><a href="#">Corporate Governance Committee Charter</a>  <a href="#">AR</a> page 103-104 on Environmental and Social Risk  <a href="#">ESG Report</a> pages 25-37  <a href="#">PC</a> page 27</p>
102-27	<p><b>Collective knowledge of the highest governance body</b></p> <p>Citizenship and ESG are a key part of TD's strategy and is managed within a framework of internal control, governance and risk management process.</p> <p><b>More information:</b>  <a href="#">ESG Report</a> pages 23-27  <a href="#">PC</a> pages 10-22</p>
102-28	<p><b>Evaluating the highest governance body's</b></p> <p><a href="#">PC</a> page 116</p>
102-29	<p><b>Identifying and managing economic, environmental and social impacts</b></p> <p>See feedback from stakeholders in the <a href="#">ESG Report</a> on page 16 and the <a href="#">ESG Reporting Details</a> page 1 for a description of TD's Materiality Assessment and List of Stakeholder Engagements on Environmental, Social and Governance Topics.</p>
102-30	<p><b>Effectiveness of risk management processes</b></p> <p>See disclosure GRI 102-26  <a href="#">Corporate Governance Committee Charter</a>  <a href="#">PC</a> pages 106-108 for Board Assessments  <a href="#">AR</a> pages 72-104 Risk Factors and Management: Managing Risk  <a href="#">AR</a> pages 103-104 Risk Factors and Management: Managing Risk - Environmental and Social Risk</p>
102-31	<p><b>Review of economic, environmental, and social topics</b></p> <p><a href="#">ESG Report</a> pages 9-10  <a href="#">PC</a> pages 25-26</p>

102-32	<p><b>Highest governance body's role in sustainability reporting</b></p> <p>The CEO approves the ESG Report.</p>
102-33	<p><b>Communicating critical concerns</b></p> <p>Shareholders, employees and other interested parties may communicate with the Board through the Board Chair.</p> <p><b>By mail:</b>  Mr. Brian M. Levitt  Chair of the Board  The Toronto-Dominion Bank  P.O. Box 1, Toronto-Dominion Centre  Toronto, Ontario M5K 1A2</p> <p><b>By email:</b>  c/o TD Shareholder Relations to <a href="mailto:tdshinfo@td.com">tdshinfo@td.com</a></p> <p><a href="#">AR</a> page 222-223, Shareholder and Investor Information</p>
102-35	<p><b>Remuneration policies</b></p> <p><a href="#">PC</a> pages 21-22 for full details on Directors and pages 37-38 Executive Compensation  <a href="#">ESG Report</a> pages 27 for Linking ESG Factors in Executive Total Rewards  <a href="#">TD's Approach to Total Rewards</a></p>
102-36	<p><b>Processes for determining remuneration</b></p> <p><a href="#">PC</a> pages 39-76</p>
102-37	<p><b>Stakeholders' involvement in remuneration</b></p> <p><a href="#">PC</a> page 39  At TD's Annual General Meeting, shareholders may cast a non-binding advisory vote on executive compensation. The results can be found on <a href="#">our website</a>.</p>

## Stakeholder Engagement

Disclosure	Description
	Reference or Response
102-40	<b>List of stakeholder groups</b>

TD's primary stakeholders include: customers, employees, shareholders/investors and government regulators. Our secondary stakeholders include: community organizations, industry associations, suppliers and non-governmental organizations.

**More information:**

[ESG Report](#) page 16 for How We Listen to Stakeholders

[ESG Reporting Details](#) pages 1, 4-5 for more details on TD's ESG-related stakeholder engagements

102-41

**Collective bargaining agreements**

TD General Insurance has a long-established bargaining unit of approximately 210 employees, or 0.23% of our total employee population, represented by Teamsters Union at one of our Montreal locations.

102-42

**Identifying and selecting stakeholders**

In 2020, we conducted a comprehensive materiality assessment to identify and prioritize the ESG topics most important to our stakeholders and TD, which shape TD's ESG reporting. Our process involved four stages: research and benchmarking, impact mapping, stakeholder interviews and a validation workshop to discuss the assessment findings.

[ESG Reporting Details](#) page 1 for details on our stakeholder engagement

102-43

**Approach to stakeholder engagement**

[ESG Reporting Details](#) page 1 for the Details of TD's Materiality Assessment Process and Approach to Stakeholder Engagement

[ESG Report](#) page 16 for How we Listen to Stakeholders

102-44

**Key topics and concerns raised**

TD conducts a comprehensive materiality assessment every two years, with the last one being conducted in 2020. Between comprehensive years, we employ a dynamic materiality approach, leveraging the cloud-based analytics platform Datamaran, to validate the relevancy of our topics and monitor and identify trends in our material topics. No significant departures from our 2020 materiality matrix and ESG material topics were observed. Key topics identified through our 2020 comprehensive assessment were: Climate change, Risk Management, Sustainable Finance, Customer Service, Talent Attraction, Development and Retention, Corporate Governance, Data Security and Privacy, Financial Inclusion, Diversity and Inclusion, Ethics and Integrity and Social Inclusion.

[ESG Report](#) page 16 for How we Listen to Stakeholders

[ESG Report](#) page 17 for further details on our materiality assessment and ESG material topics.



## Reporting Practice

Disclosure	Description
	Reference or Response
102-45	<p><b>Entities included in the consolidated financial statements</b></p> <p><a href="#">AR</a> page 217, Information on Subsidiaries.            TD has two philanthropic foundations which are not owned and operated by TD and are therefore not part of our consolidated financial statements. These are:  <a href="#">TD Friends of the Environment</a>  <a href="#">TD Bank Charitable Foundation</a>  <a href="#">AR</a> pages 120-134 for Management’s Responsibility for Financial Information and Assurance of Financial Statements</p>
102-46	<p><b>Defining report content and topic boundaries</b></p> <p>The boundary of TD’s <a href="#">ESG Report</a> encompasses all of TD’s wholly-owned operations and activities which are organized around the following operating business segments: Canadian Retail, U.S. Retail and Wholesale Banking.</p> <p>We conduct a comprehensive materiality analysis every two years to identify, prioritize and validate the evolving ESG issues for TD. This process involves research, media scans, stakeholder consultations and internal sustainability discussions which lead to the filtering and defining of our material topics. This process helps us track stakeholder interests and concerns and identify new issues as they emerge.</p> <p>These findings drive our corporate citizenship strategy and the information we provide in our annual ESG Report. ESG Report contents are aligned to material topics as identified by key stakeholders.</p> <p>Ways in which TD uses GRI’s Reporting Principles for Defining Report Content:</p> <p><b>Stakeholder Inclusiveness:</b> TD engages with a wide variety of stakeholders through various channels and for many purposes including input on topics for the annual ESG Report. TD identifies its stakeholders for the reporting process based on their relationship with TD, influence or knowledge on current and emerging ESG topics.</p> <p><b>Sustainability Context:</b> TD develops initiatives and projects that look to address larger scale sustainability issues (such as the shift to a low-carbon economy).</p> <p><b>Materiality:</b> TD reports on ESG topics which are of significant importance to its stakeholders and topics that may impact TD.</p> <p><b>Completeness:</b> The ESG Report covers material topics and their boundaries for the 2021 reporting cycle to provide a comprehensive picture of TD’s activities and impacts in the reporting year.</p>

	<p><a href="#">ESG Report</a> pages 16-17  <a href="#">ESG Reporting Details</a> page 3</p>
102-47	<p><b>List of material topics</b></p> <p><a href="#">ESG Report</a> page 17  <a href="#">ESG Reporting Details</a> page 3</p>
102-48	<p><b>Restatement of information</b></p> <p>Restatements are provided in the text and footnotes of the ESG Report as well as in the footnotes of the 2021 Performance Data section of the <a href="#">ESG Report</a>.</p>
102-49	<p><b>Change in reporting</b></p> <p>There have been no significant changes in the list of material topics or topic boundaries.</p>
102-50	<p><b>Reporting period</b></p> <p>TD's Fiscal Year: November 1, 2020 - October 31, 2021</p>
102-51	<p><b>Date of most recent previous report</b></p> <p>TD's 2020 Environment, Social and Governance (ESG) Report published March 2021</p>
102-52	<p><b>Reporting cycle</b></p> <p>Annual</p>
102-53	<p><b>Contact point for all questions regarding the report</b></p> <p>Email address for questions about our ESG Reporting and performance: <a href="mailto:tdreadycommitment@td.com">tdreadycommitment@td.com</a></p>
102-54	<p><b>Claims of reporting in accordance with the GRI Standards</b></p> <p>This report is written in accordance with the GRI Standards: Core option.</p>
102-55	<p><b>GRI content index</b></p> <p>This table.</p>
102-56	<p><b>External Assurance</b></p> <p>Ernst &amp; Young LLP performed a limited assurance engagement for a selection of TD's social and environmental disclosures including TD's GHG emissions and Carbon Neutral Schedule. Ernst and Young LLP is the bank's</p>

sole independent external financial auditor. The Audit Committee is accountable for supervising the quality and integrity of the bank's financial reporting and compliance requirements.

[2021 Assurance Statement](#)

[2021 Assurance Statement for the TD Sustainability Bond \(2020\) – Use of Proceeds](#)

## Environmental

### Material Topic: Climate Change

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its boundary</b></p> <p><a href="#">ESG Report</a> page 37  <a href="#">ESG Reporting Details</a> page 3</p> <p>Climate change is a top risk for TD. With continued severe weather events and risks related to the move toward a low-carbon economy, ensuring a sustainable future has never been more important. The 2021 report from the United Nations Intergovernmental Panel on Climate Change (IPCC), dubbed a “code red for humanity”, throws into sharp perspective the need for urgent, collective, inclusive and global action on climate change and the move toward a low-carbon future. Through our Climate Action Plan, we are working to embed climate considerations across our business lines and create effective business solutions.</p>
103-2	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> page 37  <a href="#">ESG Report</a> 2021 Performance Data pages 84-105  <a href="#">CAP</a> pages 20-25  <a href="#">2021 CDP Submission</a>  <a href="#">TD’s List of Renewable Energy Credits and Offset Providers</a></p> <p><b>Accountability:</b> The Senior Vice President, Sustainability and Corporate</p>

Citizenship and the Executive Vice President, Non-Financial Risk Management have senior executive accountability for environmental and social strategy and risk management, respectively. The ESG Senior Executive Team (SET) Forum provides regular oversight on ESG and climate strategy development. The ESG Central Office (ECO) helps define roles and responsibilities in the Bank's Climate Target Operating Model (TOM) and contributes to the identification and development of implementation plans in line with our climate objectives. The ECO monitors progress on the TOM and updates the Board on status and risks. The Leadership and Strategy Hub within the ESG Centre of Expertise (COE) supports all COE Hubs. The Leadership and Strategy Hub helps set TD's ESG agenda and strategy, including those for climate, by drawing on expertise and experience from across the enterprise. Updates on ESG strategy progress are regularly shared with the SET ESG Forum and the Board.

**Ways we measure our approach:** We measure our climate impact by monitoring and calculating our Scope 1 & 2 and certain Scope 3 emissions (e.g., Purchased Goods & Services, Capital Goods, Business Travel, etc.) on an annual basis. For the first time this year, we have also started to quantify our Scope 3 financed emissions. Understanding our emissions impact enables us to track progress against our target to achieve net-zero GHG emissions associated with our operations and financing activities by 2050. In addition to measuring our GHG emissions, we also track our energy consumption, Renewable Energy Credits (RECs) purchases, and carbon neutrality performance.

103-3	<b>Evaluation of the management approach</b>
	<a href="#">ESG Report</a> page 37

## GRI 201: Economic Performance 2016

Disclosure	Description
	Reference or Response
201-2	<p><b>Financial implications and other risks and opportunities due to climate change</b></p> <p><a href="#">ESG Report</a> page 37  <a href="#">2021 CDP Submission</a>  <a href="#">Environmental and Social Credit Risk Process</a>  <a href="#">AR</a> pages 70, 103-104 on Environmental &amp; Social Risk  <a href="#">CAP</a></p>
	<a href="#">SDG</a> Target 13.1: Climate change resilience and adaptive capacity

## GRI 302: Energy 2016

Disclosure	Description
	Reference or Response
302-1	<b>Energy consumption within the organization</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> page 93-94 and 90 for Notes to GHG Emissions</p> <p><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>
302-3	<b>Energy intensity</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> pages 93-94</p> <p><b>TD calculates energy intensity:</b></p> <ul style="list-style-type: none"> <li>• Electricity intensity (GJ per square foot)</li> <li>• Electricity intensity (GJ per million dollar revenue)</li> </ul>
302-4	<b>Reduction of energy consumption</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> pages 93-94</p> <p><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>

## GRI 303: Water and Effluents 2018

Disclosure	Description
	Reference or Response
303-5	<b>Water consumption</b>
	<p><a href="#">ESG Report: 2021 Performance Data</a> page 94</p> <p><b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy</p>

## GRI 305: Emissions 2016

Disclosure	Description
	Reference or Response
305-1	<b>Direct (Scope 1) GHG emissions</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 87-89 and 90 for Notes to GHG Emissions
305-2	<b>Energy indirect (Scope 2) GHG emissions</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 87-89 and 90 for Notes to GHG Emissions
305-3	<b>Other indirect (Scope 3) GHG emissions</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 87-89 and 90 for Notes to GHG Emissions
G4FS-EN15	<b>Business travel</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 89
305-4	<b>GHG emissions intensity</b>
	<a href="#">ESG Report: 2021 Performance Data</a> pages 87-89
305-5	<b>Reduction of GHG emissions</b>
	<p><a href="#">CAP</a>  <a href="#">TD's Interim Scope 1 and 2 GHG Emissions Reduction Target Advancing Our Climate Action Plan: Methodology for TD's Interim Financed Emissions Targets</a>  <a href="#">ESG Report: 2021 Performance Data</a> pages 87-88  <a href="#">ESG Report: 2021 Performance Data</a> page 91 for the dollars financed, number of deals, and reductions by TD Auto Finance customers and the number of discounts and reductions by TD Auto Insurance customers.</p>

## GRI 306: Waste 2020

Disclosure	Description
	Reference or Response
306-3	<b>Waste generated</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 94
	<a href="#">SDG</a> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste

	and encouraging the transition to a circular economy
306-4	<b>Waste diverted from disposal</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 94
	<b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy
306-5	<b>Waste directed to disposal</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 94
	<b>SDG</b> Targets 12.5, 12.6, 12.7 - Encourage the responsible and efficient use of resources through the Bank's operations by focusing on reducing waste and encouraging the transition to a circular economy

## Material Topic: Sustainable Finance

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its boundary</b>
	<p><a href="#">ESG Report</a> page 42  <a href="#">ESG Report: 2021 Performance Data</a> page 3</p> <p>Leveraging our products and services, TD can support our clients in the transition to an inclusive, low-carbon future while supporting sustainable economic growth. To play a role in bringing sustainable finance into the mainstream, we continue to look for ways to direct capital flows toward opportunities that drive positive outcomes for the environment and society. With sustainable finance, we can create innovative ways to make progress against the priorities of our ESG Framework and Climate Action Plan. As we continue to broaden our offerings, we can provide our customers options that enable them to make conscious choices that contribute to a more sustainable society.</p>
103-2	<b>The management approach and its components</b>
	<p><a href="#">ESG Report</a> page 42  TD Enterprise Risk Framework</p>

**CAP**  
**TD's Environmental and Social Credit Risk Process**  
**TDAM Sustainable Investing Approach**

**Accountability:** Environmental Governance ([AR](#) page: 103), Reputational Risk Committee, Corporate Governance Committee

**Ways we measure our approach:** Number of corporate lending transactions reviewed under E&S Credit Risk Process, Equator Principles Project Finance Transactions, number of stakeholder engagements on ESG topics, range of product and service offerings that deliver environmental and social benefits. TD has targeted a total of \$100 billion to support low-carbon initiatives through lending, financing, asset management and internal corporate programs by 2030.

103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 42</p>
G4-FS10	<p><b>Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environment or social issues</b></p> <p><a href="#">ESG Report</a> page 42</p>

## Social

### Material Topic: Financial and Economic Inclusion

#### GRI 103: Management Approach 2016

Disclosure	Description
103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 54  <a href="#">ESG Report: 2021 Performance Data</a> page 3</p> <p>Our success is deeply interconnected with the well-being of communities that support our business, as well as the relationships we have in the communities we serve. We want to see our communities thrive. Not only is it the right thing to do to help ensure access to financial services, but</p>



economies grow faster and for longer periods when prosperity is distributed more equitably across segments of the population.<sup>1</sup> There continues to be economic fallout from COVID-19, particularly among low-income and marginalized communities.<sup>3</sup> While economies are beginning to recover after the initial shock of the pandemic, many individuals and communities continue to struggle to save or maintain their financial health. In order to continue serving the unique needs of our customers and help them to address the negative impacts of the pandemic, TD focuses on providing equitable access to banking and addressing our customers' financial health and education. This is core to our journey to foster financial inclusion and promote inclusive economic growth across our footprint.<sup>3</sup>

<sup>1</sup> <https://www.mckinsey.com/industries/public-and-social-sector/our-insights/the-case-for-inclusive-growth>

<sup>2</sup> <http://td.mediaroom.com/2021-10-19-1-In-3-Canadian-Parents-Surveyed-Arent-Confident-Theyre-Setting-a-Healthy-Financial-Example-for-Their-Kids>

<sup>3</sup> <https://stories.td.com/us/en/article/despite-increased-financial-awareness-due-to-covid-19-saving-continues-to-be-a-major-challenge-for-americans-td-bank-survey-finds>

103-2

**The management approach and its components**

[ESG Report](#) page 54

[TDRC Report](#)

[TD Ready Commitment](#) and The [TD Ready Challenge](#)

**Accountability:** Enterprise Risk Management Committee (Group Head and Chief Risk Officer); SET ESG Forum (Group Head and General Counsel), Community Investment Council (SVP, Sustainability and Corporate Citizenship).

**Ways we measure our approach:** Accessibility of our products and services, reach of financial education initiatives in diverse communities and for diverse groups, economic value distributed, responsible sourcing practices, philanthropic donations (1% of pre-tax profit as benchmark of corporate donations, progress against our \$1 billion commitment, % of corporate giving to initiatives that aim to deliver on TD Ready Commitment outcomes

103-3

**Evaluation of the management approach**

[ESG Report](#) page 54

**GRI 201: Economic Performance 2016**

Disclosure	Description
	Reference or Response
201-1	<p data-bbox="386 222 1138 258"><b>Direct economic value generated and distributed</b></p> <p data-bbox="386 296 1057 331"><a href="#">ESG Report</a> pages 60-62 on Economic Value.</p> <p data-bbox="386 369 1468 438"><a href="#">SDG</a> Target 8.1: Per capita economic growth in accordance with national circumstances.</p>
G4FS-EC1	<p data-bbox="386 478 1333 548"><b>Direct economic value generated and distributed- community investment</b></p> <p data-bbox="386 585 1149 621"><a href="#">ESG Report</a> pages 63-64 on Strategic Philanthropy.</p> <p data-bbox="386 659 1468 728"><a href="#">SDG</a> Target 8.1: Per capita economic growth in accordance with national circumstances.</p>
G4FS-6	<p data-bbox="386 846 1490 915"><b>Amount of loans to programs designated to promote small business and community</b></p> <p data-bbox="386 953 1500 1022"><a href="#">ESG Report: 2021 Performance Data</a> page 98 on community development loans and page 97 for loans to small businesses.</p> <p data-bbox="386 1060 1149 1096"><a href="#">SDG</a> Target 8.3: Job creation and entrepreneurship.</p>
G4FS-14	<p data-bbox="386 1136 1500 1205"><b>Access points in low-populated or economically disadvantaged areas by type</b></p> <p data-bbox="386 1243 1206 1278"><a href="#">ESG Report</a> pagea 55-56 on serving diverse customers.</p> <p data-bbox="386 1283 561 1318"><a href="#">PAS</a> page 8</p> <p data-bbox="386 1323 753 1358"><a href="#">New to Canada website</a></p> <p data-bbox="386 1362 1239 1398"><a href="#">TD and Indigenous Communities in Canada</a> 2019 Report</p>
G4FS-13	<p data-bbox="386 1425 1430 1495"><b>Initiatives to improve access to financial services for disadvantaged people</b></p> <p data-bbox="386 1533 1425 1568"><a href="#">ESG Report</a> pages 58-59 on financial inclusion, health, and education.</p> <p data-bbox="386 1572 1239 1608"><a href="#">TD and Indigenous Communities in Canada</a> 2019 Report</p> <p data-bbox="386 1646 1008 1682"><a href="#">SDG</a> Target 8.10: Access to banking for all</p>
G4FS-16	<p data-bbox="386 1715 1325 1751"><b>Initiatives to enhance financial literacy by type of beneficiary</b></p> <p data-bbox="386 1789 1040 1824"><a href="#">ESG Report</a> page 59 on Financial Education</p> <p data-bbox="386 1829 1044 1864"><a href="#">TDRC Report</a> page 6 on Financial Education</p> <p data-bbox="386 1902 1146 1938"><a href="#">SDG</a> Target 1.4: Equal rights to economic resources</p>

## Material Topic: Social Inclusion

### GRI 103: Management Approach 2016

Disclosure	Description
103-1	<p data-bbox="386 352 730 384">Reference or Response</p> <p data-bbox="386 428 1156 459"><b>Explanation of the material topic and its Boundary</b></p> <p data-bbox="386 537 760 569"><a href="#">ESG Report</a> pages 63-64</p> <p data-bbox="386 611 1502 1037">We strive to make a positive impact through our operations, and we are dedicated to supporting and helping expand the economic and social capacity of our communities. Healthy communities are built on effective community organizations and institutions, skilled people, strong civil and political engagement, local leadership and strong economies and are what make our communities sustainable in the long run. It is critical for companies to acknowledge and manage issues associated with inequality and racism. As a large financial institution with economic influence, TD recognizes that it has a role to play in fostering the communities in which it operates and in encouraging the advancement of a diverse and inclusive society.</p>
103-2	<p data-bbox="386 1115 1123 1146"><b>The management approach and its components</b></p> <p data-bbox="386 1224 760 1255"><a href="#">ESG Report</a> pages 63-64</p> <p data-bbox="386 1262 586 1293"><a href="#">TDRC Report</a></p> <p data-bbox="386 1299 1188 1331"><a href="#">TD Ready Commitment</a> and The <a href="#">TD Ready Challenge</a></p> <p data-bbox="386 1373 1490 1524"><b>Accountability:</b> Enterprise Risk Management Committee (Group Head and Chief Risk Officer); SET ESG Forum (Group Head and General Counsel), Community Investment Council (SVP, Sustainability and Corporate Citizenship).</p> <p data-bbox="386 1566 1502 1793"><b>Ways we measure our approach:</b> Workforce diversity and inclusion measures and commitments, sustainable finance measures and commitments, affordable housing initiatives, philanthropic donations (1% of pre-tax profit as benchmark of corporate donations, progress against our \$1 billion commitment, % of corporate giving to initiatives that aim to deliver on TD Ready Commitment outcomes).</p>
103-3	<p data-bbox="386 1871 1016 1902"><b>Evaluation of the management approach</b></p> <p data-bbox="386 1944 760 1976"><a href="#">ESG Report</a> pages 63-64</p>

## GRI 203: Indirect Economic Impacts 2016

Disclosure	Description
	Reference or Response
203-1	<b>Infrastructure investments and services supported</b>
	<p><a href="#">ESG Report</a> page 64 and <a href="#">TDRC Report</a> page 8 on Affordable housing.  <a href="#">ESG Report</a> page 44 on Sustainable Debt Financing  <a href="#">ESG Report</a> page 40 on Support to the Low Carbon economy  <a href="#">TD Sustainability Bond (2020) Issuance – Use of Proceeds</a></p>
203-2	<b>Significant indirect economic impacts</b>
	<p><a href="#">ESG Report</a> pages 63-64 on Strategic Philanthropy for impacts of TD’s giving.  <a href="#">ESG Report</a> pages 55-56 on Serving diverse customers for information on how TD is lowering the barriers for banking.  <a href="#">ESG Report</a> page 64 on Affordable Housing for information on how TD is reinvesting in low- to moderate-income communities.  <a href="#">ESG Report</a> page 34 on Taxes for information on taxes TD pays and collects on behalf of governments in the countries and regions where we operate.</p>

## GRI 413: Local Communities 2016

Disclosure	Description
	Reference or Response
413-1	<b>Operations with local community engagement, impact assessments, and development programs</b>
	<p>In the U.S., community engagement, impact assessment and development programs are federally legislated by the Community Reinvestment Act.</p> <p><a href="#">ESG Report</a> pages 63-64 on Strategic Philanthropy.  <a href="#">ESG Report</a> pages 63-64 on Supporting underserved U.S. communities.  <a href="#">ESG Report</a> page 16 on How We Listen to Stakeholders.</p>
	<a href="#">SDG</a> Target 10.2: The social, economic and political inclusion for all.
413-2	<b>Operations with significant actual and potential negative impacts on local communities</b>
	<a href="#">PAS</a> page 11 and 12 on openings and closures of branches in Canada.

## GRI 419: Socioeconomic Compliance 2016

Disclosure	Description
	Reference or Response
419-1	<b>Non-compliance with laws and regulations in the social and economic arena</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 85

## TD specific metric

Disclosure	Description
	Reference or Response
	<b>Hours volunteered by TD employees</b>
	<a href="#">ESG Report</a> page 65

## Material Topic: Customer Experience

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>
	<p><a href="#">ESG Report</a> page 68  <a href="#">ESG Reporting Details</a> page 3</p> <p>We are committed to delivering exceptional customer experiences across all our customer touchpoints to deliver personal and connected interactions with our customers, which is particularly important in challenging times, such as during the COVID-19 pandemic. COVID-19 shifted customer expectations and dramatically altered how they engaged with their bank, with millions of customers turning to digital banking. TD is focused on continuing to innovate to meet and exceed evolving customer expectations. As we deal with the longer-term impacts of the pandemic, we know quick and efficient responses to customer inquiries continue to be imperative.</p>
103-2	<b>The management approach and its components</b>

	<p><a href="#">ESG Report</a> page 68</p> <p><a href="#">Online Communication Policy</a></p> <p>Specific Regulatory Compliance Policies</p> <p><a href="#">TD Code of Conduct and Ethics</a></p> <p><a href="#">Codes of Conduct and Public Commitments</a></p> <p><b>Accountability:</b> Group Head and General Counsel, shared accountability across Compliance, Marketing, Product Groups and Distribution</p> <p><b>Ways we measure our approach:</b> Legendary Experience Index (LEI) results, sales, customer retention, customer feedback, robustness of complaint resolution process, training initiatives for our front-line employees, investment in technology, and awards.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 68</p>

## TD specific metric

Disclosure	Description
	Reference or Response
	<p><b>Legendary Experience Index- LEI</b></p> <p><a href="#">ESG Report</a> page 68</p> <p><a href="#">ESG Report: 2021 Performance Data</a> page 99</p>
	<p><b>Customer Complaint Resolution and Breakdown of Complaints</b></p> <p><a href="#">ESG Report: 2021 Performance Data</a> page 99</p>

## Material Topic: Diversity & Inclusion

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 73</p> <p><a href="#">ESG Reporting Details</a> page 3</p>

We strongly believe that in order to successfully serve our customers, TD needs to reflect the diversity of our communities and foster an inclusive corporate culture. Diversity and inclusion have remained strategic priorities for TD for over a decade. The disproportionate impacts of the pandemic, incidents such as the findings of unmarked graves at former residential schools across Canada and acts of hate towards diverse communities such as Black and Asian communities, have deeply affected our customers, colleagues and the communities we serve. TD stands against all forms of racism and hate and these and other events are stark reminders that there is more work ahead and reinforces D&I as a core value and business imperative for us. Organizations that take a systemic approach to strengthen and embed diversity and inclusion within their business-as-usual processes are outperforming their peers financially.<sup>1</sup> Future leaders will be known not only for cultivating an inclusive workplace, but also for providing inclusive customer experiences and being advocates for creating an inclusive society.<sup>2</sup>

<sup>1</sup> Delivering through Diversity

<sup>2</sup> [Diversity wins, How inclusion matters](#)  
[The case for inclusive growth](#)

103-2

## The management approach and its components

[ESG Report](#) page 73

[Employment Equity Report](#)

[TD Code of Conduct and Ethics](#)

[Respectful Workplace Policy](#)

Workplace Accommodation Policy

Workplace Gender Transition Guideline

Equal Employment Opportunity Policy

TD Accessibility Policy

**Accountability:** The Inclusion and Diversity Leadership Council which sets the strategy and oversees our progress on diversity and inclusion, Diversity Governance, day-to-day implementation- all people managers

**Ways we measure our approach:** Workforce diversity data measured against available labour market data, Global employee engagement survey results (TD Pulse), our commitment as articulated in the Equal Opportunity Statement, Diversity awareness training for all employees, Employees' voluntary completion of Employment Equity Survey (Canada), Participation in independent third party surveys, such as DiversityInc Top 50 Companies for Diversity, Human Rights Campaign Corporate Equality Index, Disability Equality Index (DEI) and the Bloomberg Gender Equality Index. TD's Accessibility and Accommodation policies and Code of Conduct establish principles and standards for diversity and inclusion throughout the organization.

103-3	Evaluation of the management approach
	<a href="#">ESG Report</a> page 73

## GRI 405: Diversity and Equal Opportunity 2016

Disclosure	Description
	Reference or Response
405-1	<p><b>Diversity of governance bodies and employees</b></p> <p><a href="#">ESG Report</a> page 74-75 for Employee Diversity metrics and <a href="#">ESG Report</a> page 78 for TD's Workforce Profile for age and employee category  <a href="#">ESG Report: 2021 Performance Data</a> page 85 and <a href="#">PC</a> pages 10-22 and 112-113 for Board Diversity</p> <p><a href="#">SDG</a> Target 5.5: Ensure equal opportunities for leadership at all levels.</p>

## Material Topic: Talent Attraction, Development and Retention

### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<p><b>Explanation of the material topic and its Boundary</b></p> <p><a href="#">ESG Report</a> page 76  <a href="#">ESG Reporting Details</a> page 3</p> <p>To sustain and grow our legendary customer experience and be the Better Bank, we need to attract, develop, deploy and retain the best talent. With more individuals driven to work for organizations that align with their values, we believe it is our purpose to empower employees to grow their skills, provide opportunities to help achieve career aspirations and create impact at work and in their communities.<sup>1</sup></p> <p><sup>1</sup> <a href="https://www.weforum.org/agenda/2021/09/heres-how-to-retain-employees-during-the-great-resignation/">https://www.weforum.org/agenda/2021/09/heres-how-to-retain-employees-during-the-great-resignation/</a></p>
103-2	<b>The management approach and its components</b>



	<p><a href="#">ESG Report</a> page 76</p> <p><a href="#">ESG Report</a> page 24 for Employee Ombudsman</p> <p><a href="#">Senior Customer Complaints Office</a></p> <p><b>Accountability:</b> Senior Executive Vice President, Human Resources, day-to-day People Managers.</p> <p><b>How we measure our approach:</b> Retention rates, Employee Engagement Index (EEI), Spend on compensation and benefits, investment in training and effectiveness of programs, Leadership pipeline trainings.</p>
103-3	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 76</p>

## GRI 401: Employment 2016

Disclosure	Description
	Reference or Response
401-1	<p><b>New employee hires and employee turnover</b></p> <p><a href="#">ESG Report</a> page 79</p> <p><a href="#">ESG Report: 2021 Performance Data</a> pages 104-105</p>
401-2	<p><b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b></p> <p><a href="#">Summary of Benefit Programs</a></p>

## GRI 404: Training and Education 2016

Disclosure	Description
	Reference or Response
404-1	<p><b>Average hours of training per year per employee</b></p> <p><a href="#">ESG Report</a> page 103</p> <p><a href="#">SDG</a> Target 4.4: Skills for employment, decent jobs and entrepreneurship.</p>
404-2	<p><b>Programs for upgrading employee skills and transition assistance programs</b></p> <p><a href="#">ESG Report</a> page 76</p> <p><a href="#">TD's Approach to Total Rewards</a></p>

## TD specific metric

Disclosure	Description
	Reference or Response
	<b>EI- Employee Engagement Index</b>
	<a href="#">ESG Report</a> page 104
	<b>Total spend on compensation and benefits</b>
	<a href="#">ESG Report</a> page 81
	<b>% women promoted (in Canada) <sup>1</sup></b>
	<a href="#">ESG Report</a> page 103
	<sup>1</sup> Figure represents the percentage of promotions earned by women in Canada
	<a href="#">SDG</a> Target 5.1: End all forms of discrimination.

## Governance

### Material Topic: Data Privacy and Security

#### GRI 103: Management Approach 2016

Disclosure	Description
	Reference or Response
103-1	<b>Explanation of the material topic and its Boundary</b>
	<a href="#">ESG Report</a> page 30 <a href="#">ESG Reporting Details</a> page 3
	Maintaining the trust of our customers, while protecting their privacy and the Bank's systems, and keeping information secure, is a fundamental priority for TD. In a digital era complicated by a global pandemic and the

remote work environment, data security and privacy threats are evolving at a rapid pace. We believe everyone at TD has an obligation to help keep data secure and private. We regularly offer training to our colleagues to help them stay vigilant and aware of cybersecurity and privacy best practices. TD has not experienced any material<sup>1</sup> financial losses relating to technology failure, cyber attacks or security or privacy breaches.

<sup>1</sup> As such term is used for securities law purposes.

<p><b>103-2</b></p>	<p><b>The management approach and its components</b></p> <p><a href="#">ESG Report</a> page 30 Information Security and Risk Management Policies <a href="#">Privacy Commitment</a> (Policies and procedures about the collection, use and disclosure of customer information) <a href="#">Online Communication Policy</a> <a href="#">Privacy Policy</a></p> <p><b>Accountability:</b> Chief Risk Officer, VP &amp; Global Chief Privacy Officer, Chief Information Security Officer, Enterprise Risk Management Committee</p> <p><b>Ways we measure our approach:</b> Continuity of service and systems, incident tracking and risk assessments, threat monitoring, insurance coverage against risk of cyber-related events, employee training, investment in technology.</p>
<p><b>103-3</b></p>	<p><b>Evaluation of the management approach</b></p> <p><a href="#">ESG Report</a> page 30</p>

## GRI 418: Customer Privacy 2016

Disclosure	Description
<p>418-1</p>	<p><b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b></p> <p><a href="#">ESG Report</a> page 30</p>

## Other Topics

## Governance

### GRI 412: Human Rights Assessment 2016

Disclosure	Description
	Reference or Response
412-2	<b>Employee training on human rights policies or procedures</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 86

## Social

### GRI 308: Supplier Environmental Assessment 2016

Disclosure	Description
	Reference or Response
308-1	<b>New suppliers that were screened using environmental criteria</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing
308-2	<b>Negative environmental impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing

### GRI 414: Supplier Social Assessment 2016

Disclosure	Description
	Reference or Response
414-1	<b>New suppliers that were screened using social criteria</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing
414-2	<b>Negative social impacts in the supply chain and actions taken</b>
	<a href="#">ESG Report</a> pages 66-67 on Responsible Sourcing

### GRI 403: Occupational Health and Safety 2018

Disclosure	Description
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	Reference or Response
403-9	<b>Work-related injuries</b>
	<a href="#">ESG Report: 2021 Performance Data</a> page 105

## GRI 415: Public Policy 2016

Disclosure	Description
	Reference or Response
415-1	<b>Political contributions</b>
	<a href="#">Public Policy and Political Contributions</a>

## GRI 417: Marketing and Labeling 2016

Disclosure	Description
	Reference or Response
417-1	<b>Requirements for product and service information labeling</b>
	<a href="#">About TD</a> for a description of products and services by business line. TD complies with several industry level <a href="#">Codes of Conduct and Public Commitments</a> . <a href="#">ESG Report</a> page 71 for Sales Practices <a href="#">Product Responsibility</a>
G4FS-7	<b>Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose</b>
	<a href="#">ESG Report</a> page 44 on Sustainable Debt Financing. <a href="#">ESG Report: 2021 Performance Data</a> pages 96 and 100. <a href="#">ESG Report</a> page 64 on Affordable Housing.
	<a href="#">SDG</a> Target 1.4: Equal rights and economic resources. <a href="#">SDG</a> Target 11.1: Increase access to affordable housing.
G4FS-8	<b>Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose</b>
	<a href="#">ESG Report</a> page 44 on Sustainable Debt Financing. <a href="#">ESG Report</a> page 43 on TD Auto Insurance and Auto Finance.
	<a href="#">SDG</a> Target 11.6: Reduce the adverse effect of cities.

G4FS-15	Policies for the fair design and sale of financial products
	<a href="#">Codes of Conduct and Public Commitments</a> <a href="#">ESG Report</a> page 71 on Clear Language and Sales Practices.