



Best Employers  
for New Canadians

2008

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## TD Bank Financial Group

<http://www.td.com>

### Employer Description

Headquartered in Toronto, TD Bank Financial Group is a leading financial services firm. Serving approximately 14 million customers worldwide, TD Bank provides customers a full line of retail, commercial, corporate, investment banking and treasury products and services.

**Established:** 1855 **Canadian Locations:** 1100 branches across Canada **Full-Time Employees:** 31473  
**Worldwide:** 42825 **New jobs created in Canada last year:** 476 **International Locations:** USA,  
United Kingdom **Revenues:** \$13 billion **Workforce engaged on contract basis:** 1.27% **Employees  
who are visible minorities:** 24% **Of managers:** 17%

### TD Bank Financial Group was selected as one of the Best Employers for New Canadians (2008) for:

- ▶ Mentoring new Canadian jobseekers to help them access professional networks
- ▶ Jumpstarting careers in Canada by offering paid internships to internationally-trained professionals with little or no Canadian work experience
- ▶ Expanding their recruiting practices to source new Canadians for jobs
- ▶ Participating in special English language programs designed to improve new Canadians' conversational and business communication skills

### Our Reasons for Selection:

#### Mentoring New Canadians

TD Bank is the largest corporate participant in the Toronto Region Immigrant Employment Council's Mentoring Partnership program, having supported approximately 300 mentees since 2005. The bank's dedication to this program is demonstrated by its \$540,000 funding commitment and their efforts to encourage more employees to become mentors.

In 2005, approximately 50 employees volunteered to mentor new Canadians. Since that time, over 260 employees across all levels have volunteered as mentors, helping new Canadians access professional networks and tailor their skills and experience to meet the expectations of Canadian employers in their chosen fields.

## **Jumpstarting Careers in Canada**

TD Bank makes hiring internationally-qualified professionals an integral part of its recruitment strategy. To this end, TD Bank has been a corporate partner in the [Career Bridge](#) internship program since its inception in 2003. As a recruitment tool, this program boasts impressive results – of the 38 interns hosted by TD Bank over the course of their participation, 22 have been hired to permanent positions within the company in a wide variety of areas.

Once they are hired, new Canadians receive additional support through TD Bank's new employee orientation process. Individualized training and learning plans are created for all new employees, providing new Canadian hires with additional help integrating into the Canadian workplace.

TD has programs that have given me the opportunity to display what I can really do... I'd describe the culture at TD as supportive. They're really trying hard to help people make the most of their talent.  
- Charles Creppy, HR professional

## **Recruiting New Canadian Employees**

Last year, TD Bank also attended the *Just Jobs Hiring Fair for Internationally Trained Professionals*, a new national event designed to help job hunters meet prospective employers directly. New Canadian jobseekers attended free of charge, and participated in interview skills workshops and interactive resume preparation sessions.

TD Bank also works with several community organizations to source new Canadians for jobs, including the [Immigrant Women on the Move](#) job search program, [ACCES](#) and [COSTI](#). The bank receives job referrals from these organizations, and have hired a number of individuals to full-time positions.

## **Improve Your Business Communication Skills**

Recognizing the lack of sector-specific language and communication skills training tailored to the needs of recent immigrants, TD Bank helped to develop the curriculum for Ryerson University's new [Professional Communication for Employment](#) program, a gateway program designed to help new Canadians assess and improve their "soft skills" in a learning environment. TD Bank encourages its employees to enrol in the program and improve their business communication skills.

TD Bank also funds the [Talk English Cafe](#) program, which provides language training to new Canadians seeking to improve their conversational English skills. Participants learn how to create casual small talk and improve their informal communication with co-workers and supervisors.