



2008 Corporate Social Responsibility Report
Public Accountability Statement



Scotiabank is one of North America's premier financial institutions, and Canada's **most international bank**. Through our team of **69,000 employees**, Scotiabank and its affiliates offer a broad **range of products and services**, including retail, commercial, corporate and investment banking to more than **12.8 million customers** in some **50 countries** around the world.

Scotiabank locations

North American Locations:

Canada, Mexico, United States

Central & South American Locations:

Belize, Brazil, Chile, Costa Rica, El Salvador, Guatemala, Guyana, Nicaragua, Panama, Peru, Venezuela

Caribbean Locations:

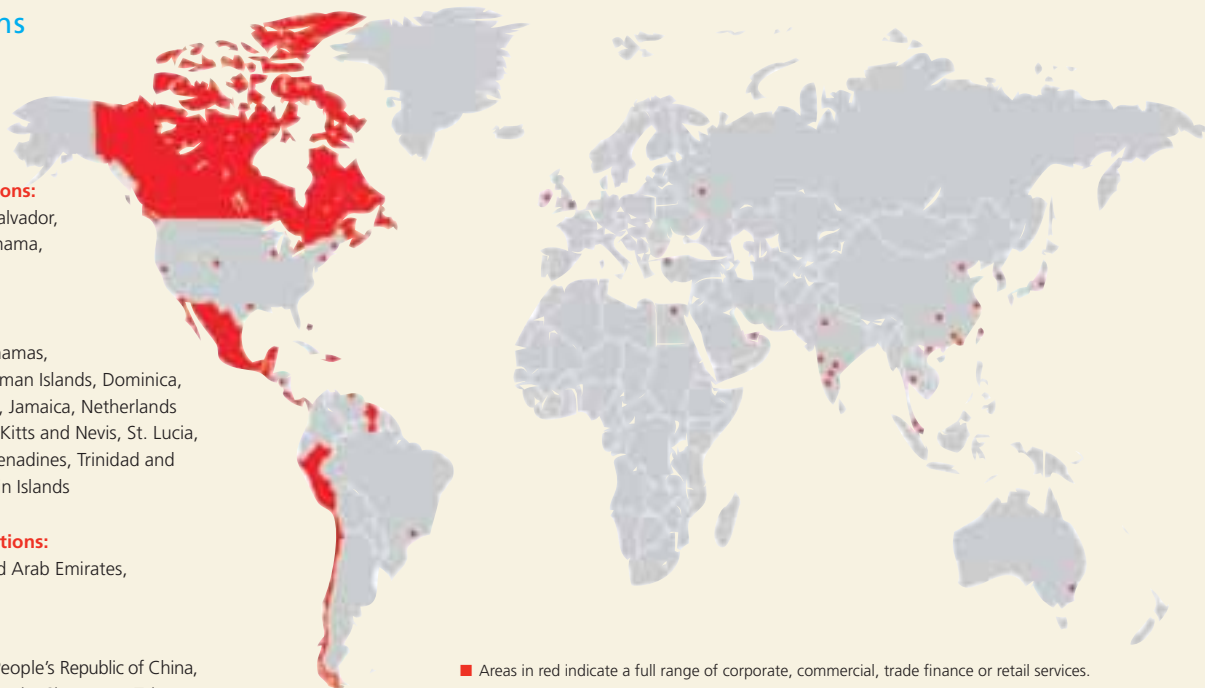
Anguilla, Antigua and Barbuda, Bahamas, Barbados, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Haiti, Jamaica, Netherlands Antilles and Aruba, Puerto Rico, St. Kitts and Nevis, St. Lucia, St. Maarten, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos, U.S. Virgin Islands

European & Middle Eastern Locations:

Egypt, Ireland, Russia, Turkey, United Arab Emirates, United Kingdom

Asia/Pacific Locations:

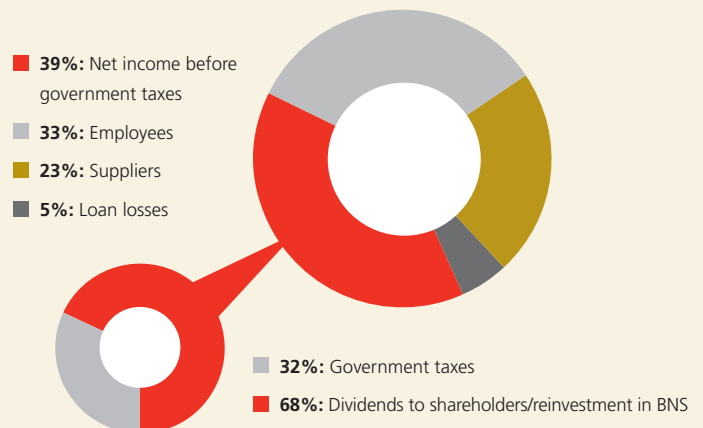
Australia, China, Hong Kong SAR, People's Republic of China, India, Japan, Korea (Republic of), Malaysia, Singapore, Taiwan, Thailand, Vietnam



- Areas in red indicate a full range of corporate, commercial, trade finance or retail services.
- Areas with a red dot indicate global corporate and investment banking, or capital market businesses, Scotiabank representative offices or retail operations with less than 10 branches.

Where our revenues go

Each year, the revenues generated by Scotiabank are shared with many stakeholders representing a broad spectrum of society. For example, our global revenues are distributed to employees through salaries, suppliers through purchases, taxes paid to all levels of government as well as dividends distributed to shareholders. We also reinvest our income in the business, to strengthen and grow our operations, increase employment and expand customer services.



*See the 2008 Annual Report for complete details on these figures.

About this report

Our Corporate Social Responsibility (CSR) Report covers Scotiabank's economic, social and environmental impacts and performance in 2008. The report is published in accordance with section 3 of Public Accountability Statements (Banks, Insurance Companies, Trust and Loan Companies) Regulations in Canada and includes global data to reflect the increasingly international scope of our operations.

All figures in this report are stated in Canadian dollars unless otherwise indicated.

Additional information on Scotiabank's CSR progress is available on our website at www.scotiabank.com

Scotiabank supports the Global Reporting Initiative (GRI), and this report qualifies as G3 Application Level C. A GRI index table is available on our website.

Business Line Overview

Canadian Banking

Provides a comprehensive range of banking and investment services to more than 7 million retail, wealth management, small business and commercial customers across Canada.

International Banking

Encompasses Scotiabank's retail and commercial banking operations in more than 40 countries outside Canada – an international presence unmatched by our domestic competitors.

Scotia Capital

As the wholesale banking business of the Scotiabank Group, Scotia Capital offers financial products to corporate, government and institutional clients.

Total net income (2008)

Total net income by business lines:

\$3,140 million

Domestic – \$1,724 million

International – \$1,186 million

Scotia Capital – \$787 million

Other – \$(557) million

For more financial highlights, please see Scotiabank's 2008 Annual Report, page 23.

CSR at a Glance

page 3



Our Customers

page 7



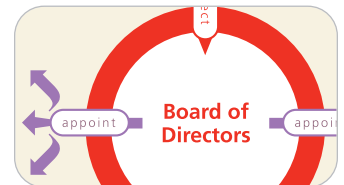
The Environment

page 15



Corporate Governance

page 5



Employee Satisfaction

page 11



The Community

page 19



See page 22 for our Report Appendix, including our Public Accountability Statement disclosures.

On the cover

As part of the Scotiabank Bright Future program to support children's charities in the Caribbean and Latin America, we sponsor projects that teach children about sustainable development, including the Land of the Children garden projects, through The Association for Children and their Environment (ANIA), sponsored by Scotiabank Peru since 2005.

A message from the President and Chief Executive Officer



The global economic downturn has had a major impact on financial institutions worldwide – including Scotiabank. But while the crisis has impacted many aspects of our operations, it has not affected our ongoing commitment to corporate social responsibility (CSR).

In fact, the present business environment has reinforced our belief that we must continue to operate in a sustainable way, and that we can add value to our organization by continuing to incorporate CSR principles into our operations.

Indeed, part of the value of CSR is that it promotes longer-term thinking and a more robust approach to risk management. Long-term sustainable value creation is a key priority in our overall growth strategy, and is a term that you will see in our annual report, as well as here in our CSR report.

We also believe that paying close attention to the non-financial aspects of our performance provides us with a competitive edge. That's why we use a "balanced scorecard" approach to business management, which takes the well-being of all our stakeholders into consideration – including shareholders, customers, employees and communities – by measuring employee and executive performance across four key areas: financial, operational, customers and people.

This balance lies at the heart of what it means to be a socially responsible company. CSR has become a shared responsibility of all business lines and support areas and an integral part of everyday life at Scotiabank, not only in Canada but throughout our global operations. We are proud of the progress we have made in extending CSR-related initiatives to our international locations over the past year – everything from increased microfinance activities and programs that promote the advancement of women, to energy and paper savings initiatives.

One of the key themes of Scotiabank's CSR platform and the Environment section of this report is climate change. Environmental sustainability is one of the most critical issues of our time. While it may not be immediately obvious, as a financial institution, we do have an environmental impact to consider – and we are in a position to help mitigate climate change and support a lower-carbon economy, both for ourselves and our customers. The Environment section of this report highlights some of our many initiatives in this important

area, ranging from reducing our own operational footprint to developing products and services that will help our retail and corporate customers manage their climate change-related risks and business opportunities. We are proud to have been recently recognized as a Carbon Disclosure Leader by the Carbon Disclosure Project for our commitment to providing investor transparency.

To learn more about Scotiabank's Canadian and global CSR initiatives, we invite you to visit our website, www.scotiabank.com, where we will continue to expand the quantity, quality and timeliness of the information available, including the scope of our international coverage.

We welcome your feedback, and look forward to reporting continued progress in the future.

Rick Waugh
President and Chief Executive Officer

Stakeholder feedback on CSR

Scotiabank invites feedback from internal and external parties on our annual CSR Report so that we can incorporate improvements in the quality and scope of our communications.

Obtaining feedback on our CSR Report and programs is a key priority for Scotiabank. We regularly solicit feedback from a number of different sources, including Canadian Business for Social Responsibility, the Consumers Council of Canada, the World Wildlife Fund, the

Financial Consumer Agency of Canada, Natural Resources Canada and our own employees. This feedback is integrated into our reporting and programs where feasible and appropriate, and is an important part of Scotiabank's commitment to continuous improvement in this area. In addition, in 2008, Scotiabank's internal Audit group verified select information contained in our 2007 CSR report, leading to process and content improvements in 2008. A sample of the types of comments received from these key sources include:

- Add more impact statements as a means of demonstrating that Scotiabank's CSR activities create a positive social, environmental and economic impact.
- Shorten the report and add additional content to the website.
- Include third-party commentary from a cross-section of stakeholder groups.
- Explain trends that emerge from multiple year data, including negative trends.

To provide feedback on this report, please e-mail corpaff@scotiabank.com

CSR at a glance

More details available online  www.scotiabank.com/csraglance



2008 Highlights >

We made progress on a number of specific CSR-related initiatives during 2008. Here are some examples:

- Launched the Scotia Global Climate Change Fund, providing Canadian mutual fund investors with a means to invest in environmentally responsible companies and help address climate change.
- Created a dedicated Multicultural Banking group and launched an array of products, services and resources to help new Canadians make the right financial start.
- Introduced new language regarding environmental and social responsibility to our global Guidelines for Business Conduct.
- Recognized as a Carbon Disclosure Leader among Canadian companies committed to providing investor transparency on climate change risks, opportunities and strategies by the Carbon Disclosure Project (CDP) Canada.
- Helped customers adopt healthy savings habits by launching the Bank The Rest savings program, in addition to financial literacy initiatives and events in many Canadian and international locations.
- Grupo Scotiabank Mexico was honoured with the Socially Responsible Business Award 2008 by the Mexican Centre for Philanthropy (CEMEFI), as a result of workplace, community, environmental, ethics, governance and marketing practices.
- Adopted an environmental paper policy to set a framework for conservation and choosing sustainable paper sources.

Scotiabank defines **corporate social responsibility** as the way we **interact with our stakeholders** – our shareholders, customers, employees and communities – to meet our social, economic, environmental and **ethical responsibilities**. CSR is a fundamental part of **the way we do business**, and an essential element of our success.

Photo: The Scotiabank CSR Advisory Committee is composed of Scotiabank senior officers and managers representing a cross-section of the organization. Front row (from left): Kaz Flinn, Rania Llewellyn, Tim Kastelic, Anita Mackey, Kim Brand; middle row (from left): Rick White, Karen Jodoin, Sue Graham Parker, Dave Morley, Louise Cannon; back row (from left): Bob Finlay, Cory Garlough, Frank Doris, Andrew Finlay, Wayne Horchover, Lance Hill.

We measure our success not only in terms of financial criteria, but also in building customer satisfaction and employee engagement, and supporting the communities we serve. This way of thinking is evident in the Bank's balanced scorecard approach to management, which integrates CSR elements into our strategic planning and performance evaluation processes. A full review of Scotiabank's financial, people, customer and operational performance is set out in our 2008 Annual Report, available at www.scotiabank.com. The table below provides supplemental information on our key economic, social and environmental performance over the past two years.

Key economic, social and environmental performance indicators*

Indicator	2007 performance	2008 performance
Economic		
Salaries and employee benefits (global)	\$3.9 billion	\$4.0 billion
Debt financing to business (Canada)	Over \$92 billion	Over \$99 billion
Taxes (global)	\$2.0 billion	\$1.5 billion
Amount spent on goods and services from suppliers (global)	\$2.6 billion	\$2.8 billion
Return on equity	22.0%	16.7%
Social		
Total donations & sponsorships (global)	\$43 million	\$43 million
Number of global employee volunteer hours through formal community involvement programs	360,000 hours	240,000 hours
Investment in employee training (global)	\$92 million	\$84 million
Employee satisfaction (global)	87%	86%
Women in senior management (global)	22%	22%
Women in senior management (Canada)	31.5%	31.5%
Visible minorities in senior management (Canada)	10.2%	11.9%
Aboriginal employees (Canada)	1.1%	1.1%
Employees with disabilities (Canada)	4.0%	4.0%
Locations serving Aboriginal customers (Canada)	26	26
Environmental		
Energy consumption	–	1,012,680 GJs
Greenhouse gas emissions	–	63,331 tonnes
Business travel (air/rail)	74,381,681 km	65,352,253 km
Paper consumption	5,408 tonnes	5,090 tonnes
Paper shredding/recycling (Canada)	–	333,512 kg
Scotia OnLine transactions (Canada)	277 million	329 million
Environmental disposal of computer equipment	8,047 items	24,808 items

* Numbers refer to Canadian operations unless specified otherwise

Scotiabank named a Canadian Carbon Disclosure Leader

In 2008, Scotiabank was recognized as a Carbon Disclosure Leader among Canadian companies, for providing transparent information to investors on climate change risk, opportunities and strategies, as part of its response to the Carbon Disclosure Project (CDP).

Each year, CDP – the world's largest investor coalition – solicits carbon disclosure data from 3,000 companies worldwide, including 200 Canadian companies. CDP leaders generally demonstrate a heightened awareness of climate change risks and opportunities facing their companies and provide detail on the potential financial implications of these issues.

CSR Priorities for 2009

Climate change: Roll out climate risk assessment procedures and training in relation to corporate lending, and set an energy reduction target for branches and offices in Canada.

Paper reduction: Launch an employee paper reduction and awareness campaign to reduce paper consumption.

CSR Report coverage: Increase scope of international coverage for CSR Key Performance Indicators, with the goal of 80% Groupwide coverage for select KPIs.

CSR website: Increase the quantity, quality and timeliness of Canadian and global CSR information available on www.scotiabank.com.

Advancement of women: Continue to expand the Bank's Advancement of Women framework internationally through locally adapted initiatives.

Customer protection against fraud: Roll out secure chip-embedded debit and credit cards, which help increase the number of secure transactions in Canada.

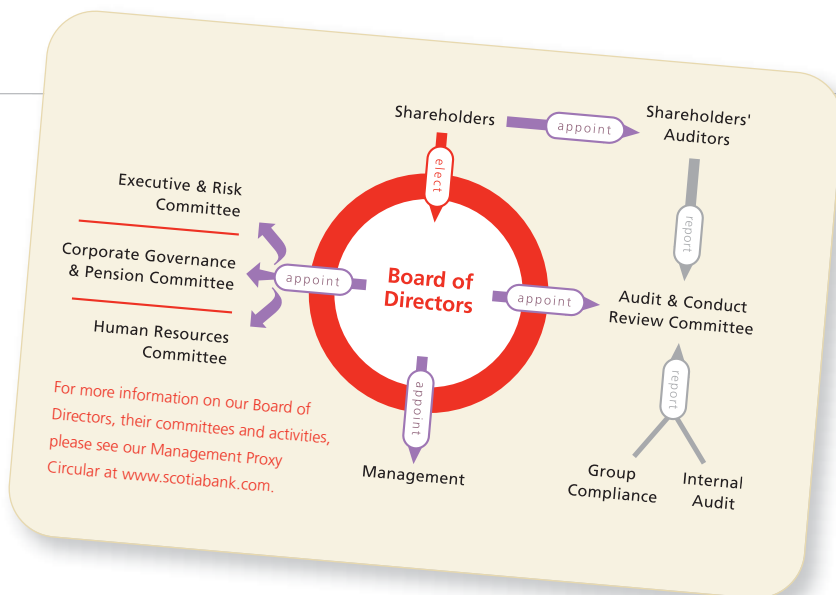
Stakeholder feedback: Increase number and diversity of stakeholder groups providing feedback on CSR initiatives and reporting.

"Investors are increasingly assessing this information when making investment decisions, and the CDP has improved transparency around potential corporate risks and opportunities, as well as the business strategies developed to manage them," notes Barb Mason, Executive Vice-President, Wealth Management, Scotiabank.

To view Scotiabank's response to the CDP, please visit <http://www.cdproject.net/>.

Corporate Governance & Ethics

More details available online  www.scotiabank.com/governance



Highlights of Board best practices

- Scotiabank's Board of Directors is led by a non-executive chairman.
- 15 of 16 of the Bank's current directors are independent, including the chairman.
- The representation of women on the Board stands at 25 per cent.
- The Bank developed a formal Corporate Governance Policy* in 2002, which has been enhanced and re-approved each year since. It is reviewed at least annually.
- Shareholders vote for individual directors. Directors receiving more votes "withheld" than "for" in an uncontested election are required to tender their resignation.
- All four of the Board's committees meet independence guidelines in terms of composition.

* Available at www.scotiabank.com.

Integrity is the **hallmark and foundation** of Scotiabank's business, and the **key to building strong, lasting relationships** with all of our stakeholders – including shareholders, employees, customers and the **communities in which we operate**.

Corporate governance

Scotiabank's commitment to operating with integrity is rooted in a strong corporate governance structure and culture, based on the principles of accountability and openness. As the Bank has grown and expanded beyond Canada, we have worked to ensure that our practices meet both international and Canadian standards and requirements.

Responsibility for the Bank's corporate governance structure and procedures rests with the Board of Directors and its Corporate Governance and Pension

Committee, which is composed entirely of independent directors. The Bank's corporate governance policies were developed in 2002, and have been reviewed, enhanced and re-approved each year since then to further strengthen the Bank's governance structure.

Guidelines for Business Conduct and supporting policies

The Scotiabank Guidelines for Business Conduct are an important part of our commitment to integrity and ethical business practices, and are supported

by various supplemental policies and procedures. They cover issues ranging from protecting customer privacy to treating customers, suppliers and other employees fairly and with professionalism.

In 2008, the Guidelines underwent a comprehensive review and update. The purpose of the update was to provide employees with guidance on issues that increasingly affect financial institutions, such as anti-terrorist financing, corporate social responsibility and other emerging legal, regulatory and reputational risks.

The Guidelines include a supplemental Financial Reporting Whistleblower Policy and Procedures. This policy empowers every Scotiabank Group director, officer and employee to report auditing or accounting concerns or suspected fraudulent activity. The policy also protects them from retaliation for all such reports made in good faith.

Scotiabank promotes awareness of the Guidelines in a number of ways, including articles in internal corporate publications, an annual certification process and training programs on a variety of business conduct issues.

Copies of the Guidelines for Business Conduct and supplemental guidelines are available at www.scotiabank.com.

Risk management at Scotiabank

In varying degrees, risk is present in virtually all of Scotiabank's business activities – so effective risk management is fundamental to the Bank's success. We want to ensure that the outcomes of our risk-taking activities are predictable and consistent with the Bank's objectives and risk tolerance, and that there is an appropriate balance between risk and reward, in order to maximize shareholder returns.

The Bank has a comprehensive risk management framework in place – including policies and limits, guidelines, processes and standards, and measurement and reporting – to monitor, evaluate and manage the principal risks assumed in conducting its activities. These include credit, market, liquidity, operational, reputational and environmental risk.

The effectiveness of the framework is enhanced by strong governance, which includes the active participation of the Board of Directors, senior executives and business line management. Furthermore, Internal Audit independently monitors the effectiveness of our risk management policies, procedures and internal controls. Further information about the Bank's risk management policies and framework is included in the annual report, available at Scotiabank branches or www.scotiabank.com.



“Our strong risk management culture is critical to our success. It's built on our deeply embedded values, our solid corporate governance structures, a stringent system of procedures and controls, and effective execution by our people. At Scotiabank, everyone is a risk manager, from the business lines to the many functional groups that support them. The strength of our people is crucial, because no matter how many controls are in place, people ultimately have to exercise good judgment.”

Brian Porter, Group Head, Risk & Treasury

Strong risk management culture guides us through financial crises

The events leading up to the current crisis in global financial markets have resulted in considerable volatility in North America, Europe, Asia and many emerging economies, affecting households, businesses, governments and investors around the world.

These events strongly demonstrate that prudent risk management and responsible lending and investment practices – trademarks of Scotiabank, which helped the Bank largely avoid the severe consequences faced by many of the world's largest financial institutions – are crucial to creating sustainable financial institutions and honouring the principles of corporate social responsibility.

Well known for our robust risk management culture, Scotiabank continues to focus on containing risk in this environment by having the right people, procedures and controls and by executing effectively. This means knowing our customers, constantly monitoring our current risk exposure and escalating issues quickly, if necessary.

In addition to the Bank's disciplined risk management culture, a focus on leadership and three diversified growth platforms

(Canadian Banking, International Banking and Scotia Capital), we maintain strong capital ratios, as well as a solid record of generating superior returns.

In light of our position within the financial services sector, Scotiabank works closely with the Bank of Canada, the Minister of Finance and the industry, as well as government authorities in other countries where we do business, to develop meaningful long-term solutions to common issues. In addition, Scotiabank is working with the Institute of International Finance, through a committee of international bankers co-chaired by Scotiabank President and CEO Rick Waugh, to develop voluntary measures to help strengthen practices in the financial industry.

Internally, we are continuously working to enhance processes, controls and communications to ensure any relevant lessons are applied within our organization. This diligence and scrutiny, along with a continued commitment to our corporate values, will enable us to satisfy the needs of our stakeholders for many years to come.

Our Customers

More details available online  www.scotiabank.com/customers



Customers

Key achievements in 2008

- Our customer satisfaction studies show that 53% of our customers are highly loyal to Scotiabank.
- Launched a \$6.4 million fund to support Jamaica's small and mid-sized enterprises.
- Opened eight more specially designed accessible branches in Mexico to serve persons with disabilities.
- Launched the Bank The Rest savings program and signed up 100,000 customers in Canada.

Scotiabank's global network

	2006	2007	2008
Customers worldwide	More than 10 million	Approx. 12.5 million	More than 12.8 million
Branches/offices	2,191	2,331	2,672
ABMs	4,937	5,283	5,609

Scotiabank's core purpose is to help customers become **financially better off** by **providing relevant solutions** to their unique needs. This can only be achieved by **building trust and loyalty** through our actions and our product offerings, and by **responding effectively to customer concerns**.

Photo: In Vancouver, B.C., Susanna Wu, Customer Service Supervisor, offers helpful advice to newcomers to Canada who visit the Alderbridge Place branch, including information on the Scotiabank *StartRight* program for new Canadians.



"Through microfinance programs, Scotiabank is leveraging its core retail banking expertise and innovative and proven payment capacity measures to create opportunities for entrepreneurs and underserved communities. Providing access to credit allows households and micro-businesses with ideas, energy and initiative to achieve economic independence and drive economic development."

Jeremy Pallant, Vice-President, International Banking

Scotiabank's global microfinance operations

Scotiabank continued to build its support to micro-entrepreneurs in emerging markets with the acquisitions of microfinance operations in Peru, Guatemala and the Dominican Republic, building on our experience in Chile, Peru and Jamaica.

	Total loans	Average loan size	# of customers
Chile (Banco del Desarrollo)	US\$110 million	US\$2,500	45,000
Peru	US\$280 million	US\$2,750	100,000
Guatemala	US\$20 million	US\$3,000	6,000
Dominican Republic	US\$8 million	US\$4,000	2,000
Jamaica **	US\$2.5 million	US\$713	2,500
Total	US\$420.5 million		155,500

* We define microfinance clients as self-employed or micro-business owners with annual revenues below US\$100,000.
 ** As of September, 2008.

Helping newcomers StartRight in Canada

With the help of a recently established Multicultural Banking team, Scotiabank launched various initiatives in 2008 to support immigrants before and after they arrive in Canada. The Bank's dedicated team, comprising employees originally from Egypt, China, Greece, India, Pakistan, Tibet and Canada, has begun implementing a strategy to help new Canadians establish their lives in this country by offering customized products, multilingual services and special offers.

For example, in May, the Bank introduced the Scotiabank *StartRight* program, which includes free day-to-day banking for one year, a no-fee safety deposit box and access to Visa credit cards, specifically created after amending Bank credit policies to help newcomers build a Canadian credit history. A website with a multi-language branch locator is now available to help customers find the closest location that offers services in their language.

Future plans include testing specialized services and welcome packages in certain multicultural branches and hiring more multicultural branch and call centre employees.

Small Business Banking in Canada

Scotiabank is committed to helping small and medium-sized enterprises succeed and grow by providing them with the advice, support and financing they require, allowing them to respond to the unique challenges and opportunities they face.

As at October 31, 2008, we made more than \$8.4 billion in debt financing available to small and medium-sized businesses in Canada. The chart below demonstrates Scotiabank's commitment to growing our services to this customer segment.

Serving and protecting our customers

Providing exceptional service means helping our customers become financially better off, but also protecting their privacy, addressing financial crimes such as money laundering, improving accessibility of services for the elderly and the disabled, and measuring our success through customer surveys and complaints procedures. In 2008, we instituted a number of initiatives in these areas. Here are a few examples:

- Introduced chip card technology for debit and credit card transactions, which provides enhanced security against fraud.
- Enhanced our Global Anti-Money Laundering/Anti-Terrorist Financing Program to meet new regulatory requirements and improve the Bank's customer information systems.
- Launched a revised Privacy Agreement dealing with issues such as limits on the collection, use and disclosure of personal information.

Scotiabank Small Business Advisors

	2006	2007	2008
Branch managers with small business experience	912	926	951
Dedicated small business account managers and officers	585	612	683
Number of branches with dedicated small business officers	374	406	449*
Total number of small business bankers	1,497	1,538	1,634**

* Out of 1,016 Canadian branches.

** Year-over-year increase may in part be the result of revised data sources and tabulation method in 2008.

- Continued efforts to accommodate persons with disabilities in the delivery and design of products and facilities, including branch renovations and new ABM unit features.
- New/renovated Scotiabank branches meet Canadian Standard Association (CSA) accessibility guidelines, and most other branches will be upgraded over the next few years to meet these guidelines.

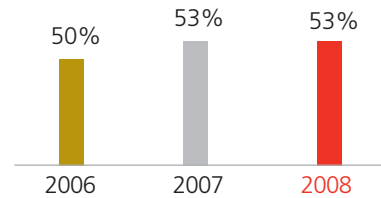
See our voluntary codes of conduct/public commitments on page 24 for additional information on our efforts to protect consumer interests.

Helping save for the future

In today's increasingly complex financial world, consumers must take greater individual responsibility for their financial well-being. Banks have a crucial role to play, especially since government research indicates that the savings patterns of Canadians are declining.

Scotiabank launched the innovative Bank the Rest savings program to help strengthen the savings habits of Canadians. The program – which signed up more than 100,000 customers during 2008 – lets customers save as they make everyday purchases with their debit cards by rounding up the total purchase amount, with the difference deposited automatically in a Scotiabank Money Master Savings Account.

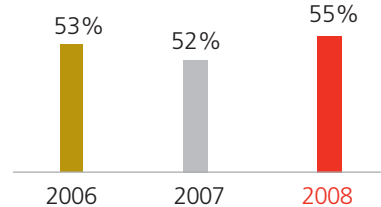
Scotiabank Retail Customer Loyalty (Canada) – Top Box



Top Box refers to the proportion of customers who provided the highest rating based on a five-point rating scale.

In 2008, Scotiabank implemented a consistent customer satisfaction and loyalty program in our largest 21 markets in the Caribbean and Latin America. As a result of interviews with more than 20,000 Scotiabank customers, we consistently outperformed the total competition in Scotiabank's English Caribbean, Latin America and Mexico regions.

Small Business Customer Loyalty (Canada) – Top Box



Scotiabank's small business customer loyalty index is based on results from an internal survey, and is a key indicator of our customers' loyalty to Scotiabank.

Top Box refers to the proportion of customers who provided the highest rating based on a five-point rating scale.

Going forward

Scotiabank has set the following objectives in this area, and will communicate progress through our annual CSR Report:

Customer satisfaction: Increase levels of customer satisfaction and loyalty and continue to set goals for the percentage of customers who are satisfied with the handling of their complaints.

Small Business Banking: Scotiabank Small Business Advisors will be conducting proactive calling programs to deliver tools and resources that equip small business owners to succeed in challenging economic times.

Customer protection against fraud: Roll out secure chip-embedded debit and credit cards, which help increase the number of secure transactions in Canada.

Multicultural Banking: Continue to develop products and services designed to support new immigrants, foreign students and investor immigrants through the Scotiabank *StartRight* program, with an increased focus on expanding our language offerings across all customer distribution channels.

Customer complaint resolution

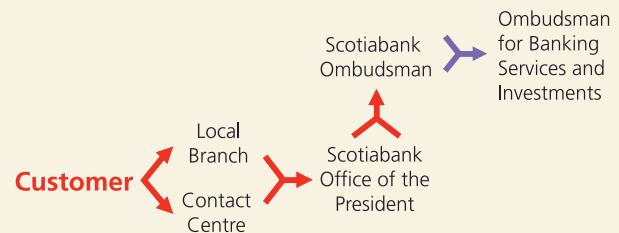
A clear and effective complaint resolution process is essential to our financial success and to being a responsible organization. Our statistical data and complaint resolution process are outlined below. Internationally, Scotiabank follows a similar process, which may vary according to country regulatory requirements or local needs.

	2006	2007	2008
Number of customer complaints received by Office of the President	6,897	8,172	7,692*
Percentage of customers surveyed who were fully satisfied with the handling of their complaint	88%	88%	88%**

*Represents total number of Office of the President complaints out of more than 12 million customers. Complaints are categorized by service, credit, policy, pricing, compliance, documentation and other in order to review for trends and recommend changes.

**Based on surveys of 1,171 customers.

Complaint resolution process



Access to Financial Services

Financial institutions play a crucial role in creating access to financial services, especially for groups with special needs, including youth, seniors, the economically disadvantaged and new Canadians. Scotiabank has developed customized products, services and financial education programs in a number of markets to help improve access to these services.

Customer segment	Basic banking	Savings, investment & credit	Financial literacy
All	<p>Scotiabank Basic Banking Account (Canada).</p> <p>Quick Pay Service (Jamaica) provides low-income workers with electronic bank accounts to safely access their pay.</p>	<p>Bank the Rest Savings Program (Canada) helps customers improve their savings habits while making everyday debit purchases.</p> <p>Scotia Power Savings Account provides an online, high-interest savings option.</p> <p>The Scotia Global Climate Change Fund allows customers to invest in companies that will help mitigate the impact of climate change.</p>	<p>Financial education seminars by Scotiabankers are offered in many locations, including communities in Canada, El Salvador, Guyana, Bahamas and St. Kitts and Nevis.</p> <p>Financial education tools on www.scotiabank.com (e.g., Banking Lingo 101, Understanding Credit).</p>
Youth	<p>The Student Banking Advantage™ plan (Canada) provides discounted banking fees for full-time university or college students.</p> <p>Getting There Savings Program for youth (Canada) is a no-fee plan with up to 20 free debit transactions a month.</p>	<p>L'earn Visa card for students provides benefits including no annual fee, accelerated <i>Moneyback</i> rewards program and up to a 21-day interest-free grace period on purchases.</p> <p>Scotiabank Educational Savings Plan (17 Caribbean and Central American countries).</p> <p>Scotiabank Be Money (Trinidad and Tobago) offers a high-interest savings account with no banking fees for full-time students.</p>	<p>We offer students a Scotiabank Education Savings Solutions and a Scotiabank School Financing Options website.</p> <p>We are sponsoring a new financial education program for public school students in Costa Rica.</p> <p>Our employees in Puerto Rico volunteer in American Bankers Association Teach Children to Save Day seminars.</p>
Seniors	<p>Scotia Plus program (Canada) offers no-fee account with unlimited debit transactions for eligible persons aged 59 or over.</p>	<p>Helpful online RRIF/LIF/LRIF illustrator tool, literature and advice available for seniors.</p>	<p>We launched an in-depth Tax Free Savings Account Information Centre in Canada, with tailored content for retirees, at www.scotiabank.com.</p>
New Canadians	<p>Scotiabank <i>StartRight</i> program (Canada) – easier access to credit for newcomers, free day-to-day banking for one year and a multilingual website that provides links to settlement assistance research and newcomer financial issues.</p>		
	<p>Scotiabank and Western Union rolled out convenient money transfers from branches, our contact centres and Scotia OnLine banking to 290,000 locations worldwide.</p>	<p>Multilingual TeleScotia and ScotiaMcLeod telephone services.</p>	<p>We provide customized multilingual customer materials in many communities.</p>
Aboriginals	<p>We operate four on-reserve branches and a network of 22 Aboriginal banking centres (Canada).</p>	<p>Special GIC offer and no-fee for one-year chequing account for recipients of residential school settlement program (Canada).</p> <p>We provide niche on-reserve lending programs to individuals and band councils across Canada.</p>	<p>Scotiabank sponsored CESO financial workshops for more than 1,000 residential school settlement recipients (Canada).</p>
Small Business	<p>Branch-based Small Business advisors proactively deliver practical tools and resources that support small business success.</p> <p>Scotia Running Start for Business program for start-up businesses.</p>	<p>Scotiabank authorized more than \$8.4 billion in debt financing to Canadian small businesses.</p> <p>Scotia Flex and Scotia One Account Plan (Canada) for agricultural clients.</p> <p>Scotia Running Start and Scotia Business Builder (Jamaica) – Cdn\$4.8 million to help SMEs reach their potential, plus advice to help entrepreneurs manage their business.</p>	<p>Get Growing to a Million (Canada) campaign to provide expert advice, resources and an online community.</p> <p>Free business courses to small business customers (Peru) at local Graduate School of Business administration.</p>
Micro Business	<p>Microfinance operations in Chile, Peru, Jamaica, Dominican Republic and Guatemala operate microfinance subsidiaries with outstanding credit balances of more than US\$420.5 million, and financial literacy and business planning resources in select countries.</p>		

Employee Satisfaction

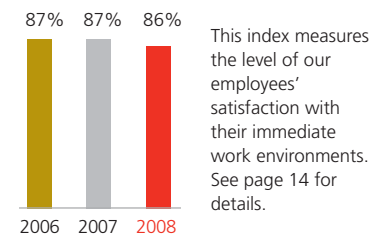
More details available online  www.scotiabank.com/employees



Key achievements in 2008

- Named among best companies to work for in Central America, the Caribbean and Mexico in 2008 by Great Place to Work Institute.
- Named among the 50 Best Employers in Canada by *The Globe and Mail Report on Business* for the fifth year in a row.
- Invested more than \$84.2 million in global employee learning and development.
- Expanded the Bank's Advancement of Women strategy to 10 countries since 2005.

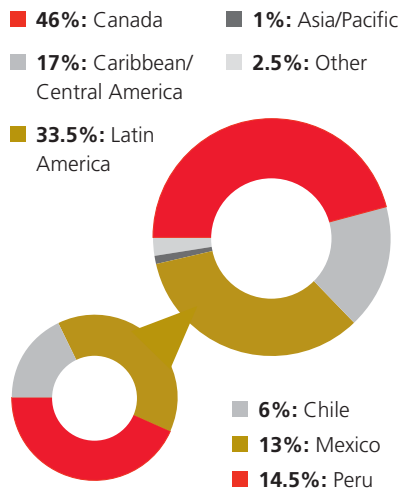
Employee satisfaction index (%)



Being a **global employer** of choice enables Scotiabank to **attract and retain** **high-performing** employees, and positions the Bank as a place where **talented people** not only want to work, but also have the **opportunity** to **thrive in their careers**.

Photo: Sharing their welcoming smiles and team spirit, from left, Stuart Holligan, Teller; Nancy Cumberbatch, Manager; and Wendy Knight, Assistant Manager, Service and Support, greet customers outside Scotiabank's Rockley Branch in Christ Church, Barbados.

Employee population by region



Developing leadership capabilities

Leadership is a key business priority at Scotiabank. Using global processes and tools, we are focusing on building leadership capacity to meet current and future demand called for by our business strategies. For example, we have a Leader Profile which forms the foundation for our global talent identification, assessment and leadership development processes. In addition, we have a Human Investment Committee that oversees this key priority, to ensure we leverage the capabilities of our diverse employee pool.

In 2008, we reviewed our future leadership needs in the context of challenges and changes taking place in the financial services industry as well as the strategic direction of Scotiabank, and updated our Leader Profile to place greater emphasis on strategic thinking and influencing, developing and coaching talent, innovation and cross-cultural leadership.

Diversity at Scotiabank

With our base in Canada – one of the world's most multicultural nations – and significant operations around the world, Scotiabank Group understands that embracing and fostering an inclusive work culture and harnessing the skills of the broadest spectrum of talent will generate more innovative thinking, better decision-making and stronger business results.

Diversity highlights at Scotiabank

Scotiabank has been tracking female representation at the VP+ and equivalent levels for several years, and in 2008 we extended metrics to include feeder pool targets for employees at the senior manager and director levels, introducing accountability for the development and advancement of feeder pool employees.

	2006	2007	2008	Government benchmark
Visible minorities (Canada)	20.2%	21.1%	21.8%	16.3%
Visible minorities in senior management (Canada)	11.6%	10.2%	11.9%	8.2%
Women	72.2%	71.3%	70.8%	65.3%
Women in senior management (Canada)*	31.0%	31.5%	31.5%	25.1%
Women in VP+ positions (Global)	21.2%	22.0%	22.0%	NA
Persons with disabilities (Canada)	4.1%	4.0%	4.0%	3.6%
Aboriginals (Canada)	1.2%	1.1%	1.1%	1.5%

*As defined by Canadian employment equity standards.

Our diversity objectives cover, among others, the following designated groups:

- Visible minorities,
- Women,
- Persons with disabilities, and
- Aboriginals

Full details on the Bank's diversity objectives and achievements are set out on our website and in our Employment Equity Narrative Report.

(Visit www.scotiabank.com/diversityandinclusion.)

The advancement of women

Launched in 2003 to help Scotiabank achieve its corporate goal of being an employer of choice for women, a revitalized Advancement of Women (AoW) strategy was developed with guidance from a steering committee of senior-level women. The strategy involved seven key strategic elements:

- Senior management commitment to the program;
- Senior management accountability for hiring and advancing women at all levels;
- Providing women with formal opportunities to build networks;
- Supporting mentoring relationships to aid women's career development;
- Broadening and deepening the talent pool to identify and develop future leaders;

- Clarifying the career advancement process by making policies and procedures more transparent; and
- Sponsoring external initiatives that foster women's advancement.

Since receiving the 2007 Catalyst Award for AoW, the program was launched internationally and continues to be a key global initiative for Scotiabank.

Fighting discrimination in Mexico

Fighting discrimination is an important objective for companies in Mexico. A recent survey of 2,800 persons by OCC Mundial in Mexico, a major job recruiting association, found that 80 per cent of respondents said they faced discrimination at work, for reasons such as age, gender, economic circumstances, religion, disability or sexual orientation. In order to address this issue, Grupo Scotiabank has undertaken a gender equity certification process, developed by the National Institute of Women, and attained one of the highest compliance levels in the history of the program in Mexico, achieving a 98 per cent compliance rating. Hiring staff with mobility disabilities for corporate offices and branches is another step towards inclusion.



“The thing I like most about Scotiabank is how we work in teams, because each person brings their own unique strengths and when we combine them our customers get great service.”

Stephen Heldmann, Senior Manager, Global Transaction Banking, Kitchener, Ontario.

Learning & development programs

Scotiabank encourages employee learning and development through a blend of classroom learning, e-learning, coaching, job shadowing, and mini-training sessions in the branch, and continually looks for ways to leverage learning technology. While classroom programs are available through larger centres, Scotiabank continues to increase the use of our interactive virtual classroom technology, iShare, making training more accessible in all locations.

Employee training

	2008 (Global)	2008 (Canada) ¹
Total training investment (\$ millions) ²	\$84.2	\$56.8
Training investment per employee (approx) ³	\$1,218.86	\$1,788.75
Internal training days per employee (approx)	2.65	2.28
Employee training course completions:		
Internal	522,331	383,129
External ⁴	6,961	3,421

1. Excludes international banking employees based in Canada.
2. Total training investment includes the following expenses: tuition reimbursement, course development and delivery, trainee salaries, overheads related to training departments, travel related to training, conference and seminar fees.
3. Learning continued to be a major focus at Scotiabank in 2008 despite the challenging economic climate. While the Bank's overall investment in training declined during the year, we were able to increase employee participation in training, with an 8.7% global increase in overall employee learning hours from 2007.
4. External course completions understated as not all data is available.

Offering competitive compensation

Scotiabank is committed to providing a competitive total compensation package in the form of base pay (salary), incentive pay (both long- and short-term incentives), pension plan and benefits, which include health care, share ownership, group life, disability benefits, banking services, paid time off and a wellness strategy, which includes an employee assistance program.

Scotiabank's global salaries and benefits

	2008 (\$millions)
Salaries	2,549
Performance-based compensation	913
Stock-based compensation	89
Pensions and other employee benefits	558
Total	4,109

Responding to employee concerns

Scotiabank takes employee concerns seriously, and we provide a number of avenues to address such issues:

- Scotiabank Group's Chain of Communication encourages resolutions through direct contact between an employee and his/her manager or supervisor.
- If an employee is uncomfortable with this approach, he/she can contact Employee Relations, a department that provides advice and assistance on performance and conduct management, conflict resolution, employment and human rights issues, settlement and termination.
- The Scotiabank Financial Reporting Whistleblower Policy and Procedures provide employees with a means to report concerns on a confidential and anonymous basis, through the Chain of Communication, directly to the Chief Auditor or through an independent third-party hotline.
- As a complement to the formal Chain of Communication process, the Staff Ombuds Office (SOO) provides confidential assistance to employees when they are unsure about raising an issue through the formal channels, need support dealing with an issue or want an impartial perspective. The SOO helps employees identify options for

dealing with their concerns. During 2008, the Staff Ombuds Office assisted approximately 1,100 employees through telephone and in-person interaction, as well as presentations and information sessions. The SOO is available to our global workforce.

Employee health and safety programs

The health, safety and security of Scotiabank Group employees is a priority across the organization.

Scotiabank's Occupational Health & Safety (OHS) Program is based on the principles of OHSAS 18001, a standard set by the ISO/International Organization for Standardization. In 2008, Scotiabank developed a new online training program to acquaint employees with the key components of our Workplace Hazardous Materials Information System. In addition, a number of web seminars on various training topics, including ergonomics, wellness, and conducting workplace inspections, were launched to members of Scotiabank's Occupational Health & Safety Committees.

Scotiabank workplace accidents*

	2005	2006	2007**
Major accidents – Resulting in lost work time beyond the day of injury	123	138	139
Minor accidents – Requiring medical attention, but not involving lost work time beyond the day of injury	58	64	88
Other – Additional workplace incidents, as defined by the Canada Labour Code Part II	166	227	220
Total number of lost days due to injury	2,278.5	1,602	1,943***

- * Represents reported accidents in Canada during the calendar year.
 ** Represents data up to 2007, the most recent information available.
 *** Increase is attributed partly to a few longer-duration post-robbery absences.

Employee engagement

For more than 10 years, Scotiabank Group employees have been asked to provide their opinions about their employment experience by completing the annual ViewPoint employee survey. Survey results can influence changes in practices and policies on a corporate level and resolve workplace issues within individual branches, departments or teams.

In 2008, almost 55,000 employees, or 82 per cent of the Scotiabank Group workforce, took part in the ViewPoint survey. The survey was offered online, simultaneously, in more than 50 countries, in three languages, and is inclusive of employees with a visual impairment. Anonymity is ensured by employing a third-party vendor to administer the survey and analyze results.

Highlights from the survey

Survey questions that had the highest positive response rate in 2008*

	% Total favourable
It is important to my branch/dept.'s success that I successfully complete my responsibilities.	98%
I understand how my work is connected to my branch/dept.'s overall strategy.	92%
My branch/dept. provides high quality service to customers.	92%
I am treated with respect as an individual at work.	91%

* based on % total favourable results

Organizational change

Two-way communication between Scotiabank and our employees is an essential part of how we do business and how we execute change initiatives that affect employees, including operational restructuring, outsourcing of services, strategic alliances and joint ventures, acquisitions or strategic divestitures.

Recent examples of restructuring practices*

Year	Transaction/Partner	Employee impact
2008	Acquisition of Irwin Commercial Finance, a company that provides leasing solutions to a broad range of Canadian businesses.	Scotiabank successfully integrated 90 employees situated in major cities across Canada with Roynat Capital Inc. – a wholly owned subsidiary of the Bank.
2008	Acquisition of E*TRADE Canada, a top-ranked online brokerage offering a variety of services to retail and institutional investors.	Scotiabank welcomed 170 E*TRADE Canada employees to the team, and the transition to the Bank's employee programs is now underway.
2008	Acquisition of Banco del Trabajo, Peru (BANTRA) and its collection company subsidiary, RECSA.	Scotiabank welcomed, through a merger and integration process, BANTRA's 2,730 employees and RECSA's 1,400 employees, located nationwide. SCI, a subsidiary collections company of Scotiabank Perú, was successfully merged with RECSA. The integration of BANTRA into a new financial institution within Scotiabank Perú is underway. A comprehensive outplacement package, with above minimum legal standards, was offered and accepted by a few selected employees.

*includes examples of completed or approved transactions that have implemented integration planning activities to date.

Survey questions that had the lowest positive response rate in 2008

	% Total favourable
I receive recognition for doing good work.	83%
Communication in my branch/dept. is healthy (open, honest, two-way).	81%
My area offers training that helps me perform my present job more effectively.	79%
I feel positive actions have been taken as a result of last year's survey.	67%

Country-specific ViewPoint employee survey results (%)

Country/region	Employee satisfaction index	
	2007	2008
Asia Pacific & Middle East	76	78
Chile	87	77*
Costa Rica	78	79
Dominican Republic	92	90
El Salvador	83	86
Jamaica	83	79
Mexico	88	89
Peru	75	82

*acquisition integration underway

Going forward

Scotiabank has set the following objectives in this area, and will communicate progress through our annual CSR Report:

Leadership: Continue to build leadership as a competitive advantage through implementation of a global sourcing strategy to identify and mobilize talent where the business need is most critical, and through a global talent management technology platform.

Workforce capability: Continue to enhance workforce talent and capabilities and upgrade the technical platform of the Bank's Learning Management System to improve employees' experience with learning and development.

Global employer of choice: Continue to implement global human resource principles and shared standards in order to create a consistent employment experience, thereby

enhancing our employer of choice status as we grow in various markets.

Advancement of women: Continue to expand the Bank's Advancement of Women framework internationally through locally adapted initiatives.

The Environment

More details available online  www.scotiabank.com/environment



A bear named Spirit, photographed by Andrew Wright, www.cold-coast.com

Key achievements in 2008

- Launched the Scotia Global Climate Change Fund, a mutual fund that helps Canadians invest in companies that mitigate the impact of climate change.
- Introduced an Environmental Paper Policy to reduce paper consumption and promote sustainable forestry.
- Recognized as a Carbon Disclosure Leader in Canada for providing investors with transparent climate change information.
- Arranged environmental disposal or reuse of 24,808 pieces of computer equipment.

As a major **international** financial institution, our day-to-day operations have a number of direct and indirect **impacts on the environment**. To address these impacts, we have initiated various environmental **conservation programs** – and we routinely factor environmental considerations into our **strategic decision-making** processes and our lending and investment decisions. **We also consult regularly with stakeholders** on environmental issues.

Photo: We began a five-year gift to the Tides Canada Foundation to help preserve British Columbia's Great Bear Rainforest, a 6.4 million hectare area, which is home to the rare white spirit bear, shown above. Scotiabank's donation supports an innovative, sustainability model and will contribute to a conservation endowment fund to support science and stewardship jobs in First Nations communities. Visit www.tidescanada.org.



Paper consumption is a major component of Scotiabank's environmental footprint. To help reduce paper consumption and promote sustainable forestry, Scotiabank published a new Environmental Paper Policy in 2008 which details the Bank's commitment to integrating environmental considerations into its purchasing decisions, including a preference for environmentally certified paper, setting a reduction target for paper use and expanding recycling programs internationally.

"By choosing paper certified to Forest Stewardship Council standards, the most rigorous international certification system for forest management practices, and by committing to use less paper and increase recycling efforts, Scotiabank is taking an important step in reducing their operational environmental footprint."

Hadley Archer, Director of Business Engagement, WWF-Canada, commenting on Scotiabank's new Environmental Paper Policy.

Environmental policy and management structures

Scotiabank has an environmental policy in place covering our direct and indirect environmental impacts (available at www.scotiabank.com). Various groups across the Bank provide a diverse pool of expertise on environmental issues ranging from energy efficiency to the development of products and services that promote environmental stewardship among our customers and employees.

Our environmental impacts

As outlined on this page, our direct impacts include our consumption of paper and other supplies, for both customer communications and administrative purposes; our energy usage in our facilities around the world; and the environmental footprint of our real estate holdings, including the construction and operation of sustainable branches and offices.

Indirectly, the environment poses both risks and opportunities through our lending, investment and other products and services offered in the countries where we operate. We also support environmental causes through our community giving, and we are collaborating with other stakeholders on key environmental issues.

Paper friendly customer options

The Bank is pleased to offer its customers eco-friendly options to help them reduce their paper usage. Scotiabank has over two million paperless banking accounts in Canada which customers can access through various self-service banking channels. In 2008, Scotia OnLine® Internet Banking customers

Scotiabank Canadian paper consumption (tonnes)

Paper classification	2006	2007	2008	% change 2007/08 (decrease)	FSC****
Business forms*	3,175	3,056	2,799	(8.4)	2/5 of highest volume items
Bond copy paper	1,897	1,979	1,904	(3.8)	100%***
Business cards	9	8	8	0	100%
Letterhead	13	14	20	42.8	100%
Annual reports	61	81	83	2.5	100%
Marketing direct mail	214	270	276	2.2	100%
Total weight (tonnes)	5,389**	5,408	5,090	(5.9)	
Consumption per employee	0.18	0.17	0.16		

* Scotiabank uses more than 4,500 different kinds of forms, but the majority fall into five categories: regular format, high speed printer/ABM rolls, snap sets (carbonless), envelopes and companion booklets. Currently two of these categories – envelopes and account companion booklets – use FSC paper.

** Adjusted to include 2006 Annual Report proxy mailings.

*** Since August 2008.

**** Forest Stewardship Council (FSC) certified paper, a stringent system for guiding responsible forest management, guarantees that paper is produced in a way that conserves biological diversity and fragile ecosystems, ensures social responsibility and respects the rights of First Nations peoples and local communities.

completed 329 million transactions. Scotia OnLine® customers can receive and pay their household bills online through epost™, Canada Post's electronic bill delivery service. Scotiabank also continues to offer the long-standing feature of allowing ABM customers the option of printing a paper transaction receipt.

The supply chain

As a purchaser of products and services, ranging from printed forms and marketing materials to computers and photocopiers, building materials, furniture and carpet, Scotiabank incorporates environmental considerations into our purchasing decisions.

Scotiabank request for proposal documents (RFPs) contain language that asks applicants to describe their CSR and environmental management system policies

and practices, relevant CSR or environmental accreditations, programs to deliver energy-efficient products and services, recycling and disposal methods, and employment practices that support diversity.

Sustainable real estate practices

Scotiabank's Real Estate Department develops real estate solutions globally for the Bank and its customers with due consideration of environmental matters. Energy conservation is a priority, and initiatives to lower consumption cover ballasts and light bulbs, external signage, exit lights, nightly thermostat adjustments and heat sensor light switches. For a full description of the Bank's energy-saving and sustainable real estate innovations and programs, please visit www.scotiabank.com.

Indirect environmental impacts

Addressing environmental risk in our lending activities

Scotiabank has an environmental lending policy in place, which seeks to identify and mitigate environmental risks in the Bank's commercial and corporate lending activities. Environmental risks associated with the business operations of each borrower and any real property offered as security are considered in the Bank's credit evaluation procedures. The Bank recently updated its corporate lending practices by providing greater guidance on what climate change is and the additional due diligence and commentary that should be undertaken in cases where climate change could have a material impact on our clients and their growth.

Renewables and clean tech financing

Scotia Capital continues to actively support the development of renewable energy via the financing of wind, hydro and other clean energy projects. In 2008, Scotia Capital had \$1.7 billion in authorized credits to and raised \$294.5 million in capital for its clients in the renewables sector, resulting in total financing raised by Scotia Capital for the sector of more than \$2 billion. Scotia Capital's recent historic commitments and capital-raising efforts for the renewables sector exceed \$2.6 billion.

International environmental results

Across Scotiabank Group's global network, many international locations are piloting or launching innovative local initiatives, from recycling and energy conservation programs to employee and customer awareness campaigns. Here's a sample of recent initiatives in some of the countries where we operate.



Mexico: We held our second annual reforestation event, with 650 participants planting 5,000 trees near Mexico City, plus new tree planting events held in Guadalajara and Aguascalientes.



El Salvador: We donated funds to Salvatur, a national ecological foundation, to publish a special supplement in newspapers and encourage readers to protect the environment.



Costa Rica: Employees at all 42 branches and offices completed the second year of a Bank recycling program, collecting 51,227 kilograms of materials with resale proceeds donated to a youth charity.

We also sponsored reforestation of 72-hectare Parque Metropolitano La Sabana in San José.



Barbados & St. Maarten: A pilot project to collect and track energy and paper usage in branches and offices in Barbados and St. Maarten will help us plan future conservation programs.



Jamaica: We launched a new policy in our branches and offices to switch off air conditioning units at day's end in order to reduce energy use.

Free energy efficiency workshops in Kingston and Montego Bay helped 100 small and medium-sized enterprises reduce their energy expenses.



Chile: We set a 5% energy reduction target and launched a savings campaign to encourage employees to conserve power, lighting, air conditioning and hot water.



Trinidad & Tobago: A project to convert routine branch documents into digital formats will allow us to reduce paper, copying, storage and transportation.



Guyana: Close to 100 employees planted 514 trees during the month of May to help beautify sites and diminish climate change.



Peru: A new recycling program will support micro-enterprise owners who will collect recyclables at Bank headquarters.

Measuring energy consumption

Scotiabank maintains an ongoing commitment to operating in an energy-efficient manner to minimize our carbon footprint.

2008 greenhouse gas emissions

Source	CO ₂ emissions* (metric tonnes)
Indirect CO ₂ produced from electricity and steam purchases	39,543
Direct CO ₂ emissions produced from combustion of fuels	14,187
Indirect CO ₂ emissions produced from employee air travel	9,601
Total CO₂ footprint	63,331

* Calculated in accordance with the Greenhouse Gas Protocol of the World Resources Institute and the World Business Council for Sustainable Development (www.ghgprotocol.org), including emission factors for electricity purchases, natural gas and fuel (Canada).

2008 energy consumption

Type of energy	Consumption unit	Total consumption	Consumption per sq. metre	Branches /Owned office buildings
Electricity	Megawatt hours	192,963	0.29	907 / 22
Steam	Pounds (1000s)	19,916	0.49	- / 1
Natural gas	Cubic metres	6,671,541	13.33	619 / 20
Fuel oil/Propane	Litres	521,443	19.87	54 / -

Notes:

- The above information was collected from the best available data and methodologies, which includes information captured from invoices processed for payment from various utility vendors. Given the scope of the system implementation undertaken, we expect to continue refining systems and processes going forward.
- Our report is based on 907 owned and leased retail locations and the space occupied by the Bank in 22 owned office buildings across Canada, representing approximately 669,000 square metres. This area varies depending on utility type.



Eight-year-old Aarón Mendoza Ramos offered his vision for confronting climate change in a Grupo Scotiabank Mexico contest for children of Scotiabankers. The children's works and environmental tips appear in Grupo Scotiabank's 2009 calendar.



Scotia Global Climate Change Fund

In February 2008, we launched the Scotia Global Climate Change Fund, the first of its kind in Canada, which aims to give Canadians a chance to invest in environmentally responsible companies, without compromising solid returns. The fund focuses on companies that adopt technological and environmental practices that address the implications of climate change.

"We saw a need in Canada for an environmentally responsible investment fund that is well diversified and has the potential to appeal to a wide range of Canadian investors," said Glen Gowland, Managing Director and Head, Scotia Mutual Funds, and President & CEO, Scotia Securities Inc. The fund is diversified across nine climate-related areas, such as clean fuels, water and environmental finance.

Addressing energy risk management

The Global Energy Solutions (GES) team works with producers and consumers of energy to help mitigate their exposure to energy prices. GES has the ability to assist with the trading of carbon emission credits or green energy credits and works with clients to structure programs that accomplish their desired carbon reduction goals. In order to assist our clients throughout the development of carbon emissions markets, we are working to educate and inform industry leaders on new market and policy evolution.

Expertise in renewable energy research

Renewable energy sources, and the provision of financial products and services that help this sector grow, are important components of addressing the issue of climate change. Scotia Capital is helping promote the renewable energy sector and attract investor interest by offering extensive expertise to institutional clients in the area of renewable energy, including investment opportunities, industry trends, public policy and economic analysis of the sector.

Meeting international project finance standards

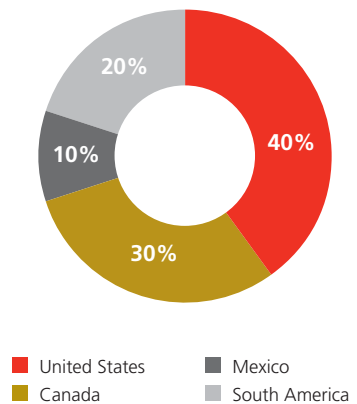
Scotiabank is a signatory to the Equator Principles, a set of internationally recognized, voluntary project finance guidelines that establish social and environmental standards in the banking industry.

In adopting these principles, Scotiabank agrees to provide loans only to those projects where borrowers can demonstrate that their projects are developed in a socially responsible manner and according to sound environmental management practices. The Bank has a comprehensive set of tools and guidance documents to help ensure banking and credit officers have the necessary information to meet the Equator Principles requirements.

2008 Equator Principles Assessments

Project category	Number of assessments
A	1
B	6
C	3
Total	10

2008 Equator Principles Assessments



Going forward

Scotiabank has set the following objectives in this area and will communicate progress in our annual CSR Report:

Paper reduction: Launch an employee paper reduction and awareness campaign to reduce paper consumption.

Paper recycling: Increase paper recycling in three international locations as set out in our Environmental Paper Policy.

Energy/GHG measurement: Increase coverage of energy tracking systems in international locations.

Energy efficiency: Complete a study of the energy consumption patterns of our branches/owned office buildings, with a view to improving energy efficiency and lowering GHG emissions.

Climate change and lending: Roll out climate risk assessment procedures and training.

The Community



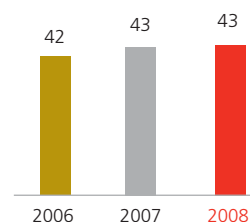
More details available online  www.scotiabank.com/community



Key achievements in 2008

- We made approximately \$43 million in donations and sponsorships around the world.
- Employees spent more than 240,000 hours volunteering and fundraising through our formal community programs.
- Scotiabank Guyana received the Award for Business Excellence on HIV/AIDS in the Workplace.
- 80% of international charitable giving is directed to children's issues, including more than 180 not-for-profit groups, as part of Scotiabank Bright Future program.

Scotiabank donations and sponsorships (\$ millions)



At Scotiabank, we believe that contributing to the **well-being of the communities where we are present** is an **important part of who we are** and what we do. In 2008, we contributed **approximately \$43 million** to community causes around the globe that **make a difference in many lives** at the local level.

Photo: In Mérida, Mexico, local Scotiabankers help out at a weekly children's program, organized by the Hogar Maná foundation, which provides meals, clothing and school supplies to children in need and young victims of violence.

Community



“We realized that it wasn't enough to teach lifestyle changes if people were simply going to fall back into their old routines and increase their risk of additional heart events. With Scotiabank's help, this great initiative will allow us to help cardiac rehab patients remain motivated and continue living heart-healthy lives.”

Dr. Paul Oh, Medical Director of Toronto Rehab's Cardiac Rehabilitation Program, speaking on Scotiabank's sponsorship of Toronto Rehab's Heart Health for Life Program.

In 2008, Scotiabank contributed about \$43 million in donations, sponsorships and other forms of assistance to support organizations and unique projects around the world that make a difference in many lives at the local level. In Canada, we are one of the country's largest philanthropic organizations. Our contributions align with Canadian Centre for Philanthropy/Imagine guidelines that encourage organizations to donate 1 per cent of pre-tax profits.

Our employees play a considerable part in delivering on this commitment by offering outstanding support for local causes. We are very proud of the dedication and spirit they show as they make tremendous contributions in our communities, and we support their efforts through two formal employee community programs:

- Team Scotia Community Program (TSCP) matches funds raised by employee teams. Through TSCP, the Bank matches up to \$5,000 raised by teams of five or more Scotiabank employees through their local charitable fundraising activities. For teams of two, three or four employees, the Bank will match up to \$2,000, \$3,000 or \$4,000, respectively. In 2008, more than 2,000 fundraising activities received over \$6.6 million from TSCP.
- Scotiabank Employee Volunteer Program (SEVP) provides donations to community organizations where individual employees have been active volunteers. Individual employees or retirees who have actively volunteered for at least 50 hours per year with a qualifying community-based organization can apply for a donation of up to \$1,000 from the Bank.

Community giving in Canada

In Canada, the majority of our community contributions are directed to four focus

areas in which we believe we can have a meaningful, direct impact on local communities: education, health, social services, and arts and culture.

Below are a few examples of major donations made within our four focus areas. For a more complete listing of our centrally administered donations, please see our community page at www.scotiabank.com.

Education

Our focus in education is on direct student support, including scholarships or programs and facilities that will improve access to learning.

For example, a gift from Scotiabank is helping Wilfred Laurier University in Waterloo, Ont., accommodate the academic needs of students with disabilities. The new Scotiabank Assistive Technology Lab and the Scotiabank Exam Lab, within Laurier's Accessible Learning Centre, will provide students with resources to learn, study and write exams, including computers loaded with accessible software and a lending library. In 2008, 747 students with disabilities were registered with the centre. Scotiabank's contribution will also create the Scotiabank International Entrance Scholarship for international

students, and the Scotiabank International Student Exchange Award Endowment, to permit Laurier students to study abroad.

In El Salvador, we are supporting a unique partnership between Brock University in St. Catharines, Ont., and Universidad Pedagógica of El Salvador. This program, Salud Escolar Integral, teaches physical education as a part of the Salvadoran school system, including lessons about health, self-respect and non-violence.

Health

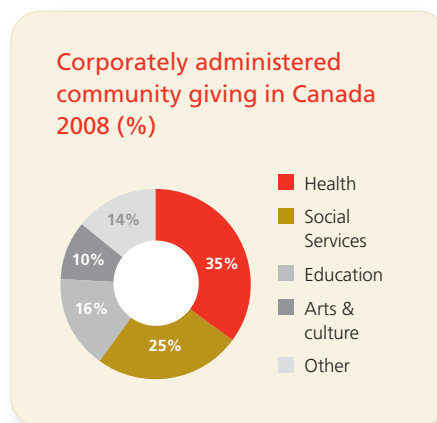
We focus on health-related donations that will have a direct, positive impact on patient care.

For example, Scotiabank was the premier sponsor of the 5th World Conference on Breast Cancer in Winnipeg in June, an event to promote networking, public education and research. During a lapel pin fundraiser held in Scotiabank branches, customers made donations to help defray expenses for some 150 delegates who would otherwise have been unable to attend the conference. Sixty Winnipeg branch employees also served as conference volunteers.

When Saskatoon City Hospital Foundation launched a campaign to build a new in-patient facility to help those who suffer from mental illness and addiction, Scotiabank stepped forward to participate in the campaign. The new building will have separate units for children, teenagers and adults and provide critical services for the region.

Social services

Our social services donations support a variety of national and community-based organizations that provide essential health, counselling, housing and emergency aid to groups that range from the homeless and seniors to victims of disaster in Canada and abroad.





After tropical storm Alma struck Costa Rica, local Scotiabankers raised funds and travelled by truck over storm-damaged roads to deliver relief supplies to isolated communities.

Scotiabank supports Kids Help Phone, Canada's only toll-free, bilingual phone and web counselling, referral and information service for children and youth. The Bank provided a major gift to the organization to support enhancements to infrastructure, research and public education.

And in the aftermath of destructive hurricanes and tropical storms that ravaged the Caribbean, Scotiabank contributed Cdn\$150,000 to the Red Cross. These funds supported relief delivery to more than 800,000 Haitian storm victims who weathered tropical storm Fay and hurricane Gustav, and to survivors of hurricane Ike in the Turks and Caicos Islands, where upwards of 80 per cent of the population was left homeless.

Arts and culture

Our donations help provide a wide range of arts and cultural groups with funding and exposure. We also directly support the development of artistic talent that reflects our national and regional diversity.

Our new title sponsorship of the annual Caribana Festival in Toronto builds on our extensive presence in the Caribbean. Originally launched in 1967 as a centennial project by the Canadian Caribbean community, the festival is now the largest event of its kind in North America, celebrating Caribbean music, cuisine and revelry, as well as visual and performing arts. It continues to enrich the community by celebrating the diversity of the city.

Creating a Bright Future for children

The Scotiabank Bright Future program marked its first full year of operation in 2008. The program concentrates the Bank's charitable giving in the Caribbean and Latin America on causes that enhance the well-

being of children, especially in the areas of education, health and wellness or poverty reduction. Approximately 80 per cent of the Bank's donations in 27 countries are now directed to children's causes, including more than 180 non-profit groups in the Caribbean and Latin America last year.

In Chile, Scotiabank continued its six-year alliance with the Maria Ayuda Foundation by making a major donation toward two new centres in Santiago that will shelter mistreated children. More than 760 Bank employees also collected or donated Cdn\$6,800 to help this charity prevent harm to vulnerable youth.

Close to 605 Scotiabank staff in Puerto Rico volunteered their time to raise awareness for the need to improve the public education system. As part of the PR Quiere A campaign by the PR Community Foundation, employees collected 20,000 signatures to urge officials to raise national educational standards.

And in Costa Rica, as part of our relationship with La Fundación Samuel, Scotiabank is providing scholarships and donated computer equipment to help underprivileged youth develop practical trades skills and employment opportunities.

Employees in the Dominican Republic raised funds in a local charity bowling tournament for the Voluntariado Jesús con los Niños, a non-profit organization that works with the Dr. Arturo Grullón Children's Hospital to prevent and treat children's burns.

Visit www.scotiabankbrightfuture.com for more information.

HIV/AIDS in the Caribbean

With the World Health Organization estimating that 230,000 adults and children were living with HIV in the Caribbean in 2007, resulting in 14,000 deaths, Scotiabank continues its region-wide, employee-led campaign to confront this urgent social and economic issue.

Since 2005, the Bank has supported a wide range of public and workplace educational, prevention and fundraising initiatives year-round, in addition to numerous events each year to mark United Nations' World AIDS Day on Dec. 1.

For the second consecutive year, Scotiabank Guyana received the Award for Business Excellence on HIV/AIDS in the Workplace from the Guyana Business Coalition on HIV/AIDS for its leadership on the issue. The Bank hosts an annual dinner, theatre and dance event to raise funds for UNICEF programs to help children affected by HIV/AIDS. In addition, one day each month, all branch employees wear special T-shirts and display awareness materials to promote HIV/AIDS testing and prevention.

Scotiabank Jamaica rolled out the second year of its Speak Up! Speak Out! HIV/AIDS education program, which includes a youth debating competition among 140 public and private primary schools, as well as student and parent seminars to change attitudes to the disease and promote healthy lifestyles.

Going forward

Scotiabank has set the following objectives in this area and will communicate progress in our annual CSR Report:

Support international education programs and scholarships to help promote leadership and education among youth in the Caribbean and Latin America.

Continue to encourage and support volunteering, fundraising and active community involvement among our global workforce.

Continue to reinforce the Scotiabank Bright Future Program and support child-centered charities and initiatives internationally.

Appendix

Scope of reporting

This report includes information from November 1, 2007 to October 31, 2008, for the following affiliates of The Bank in Canada: Scotia Capital Inc., The Mortgage Insurance Company of Canada, National Trust Company, Scotia Mortgage Corporation, Scotia General Insurance Company, Maple Trust Company, Dundee Bank of Canada, Montreal Trust Company of Canada, Scotia Life Insurance Company, The Bank of Nova Scotia Trust Company, RoyNat Inc., RoyNat Capital Inc., and Scotia Merchant Capital Corporation.

Branches/Offices/ABMs

Scotiabank's strong customer focus and commitment to improving sales and service includes maintaining a strong branch network as part of its overall delivery strategy. The Bank currently has 1,016 branches and 2,943 ABMs in Canada. In 2008, as part of our expansion plans, we opened 13 new branches. All branches closed or consolidated this year were relocated within the community.

Whenever we find it necessary to close or consolidate branches, we comply with federal legislation by providing:

- employees, customers and the community at large with a minimum of four months' advance notice, and
- at least six months' notice in rural areas, where there are no other deposit-taking institutions within a 10-km radius of the branch being closed.

In these situations, we work closely with our customers and the community to ensure a smooth transition and to continue to find ways to meet their needs. The important thing is to balance solutions that are right for the individual community and our customers.

Number of employees in Canada*

	Full-time	Part-time	Total
Alberta	2,497	1,236	3,733
British Columbia	2,244	1,253	3,497
Manitoba	537	261	798
New Brunswick	574	339	913
Newfoundland & Labrador	516	285	801
Nova Scotia	1,357	582	1,939
Northwest Territories	12	5	17
Ontario	18,840	4,962	23,802
Prince Edward Island	110	54	164
Quebec	1,693	477	2,170
Saskatchewan	464	296	760
Yukon Territories	13	10	23
Total	28,857	9,760	38,617
Total full-time equivalent			31,287.5

*As of October 31, 2008, there were 1,378 contract employees, representing 3.6% of the total Canadian workforce, and 3,219 casual employees, representing 8.3% of the total Canadian workforce.

Branches opened

British Columbia	158 - 4750 Rutherford Rd., Nanaimo ** 2411 - 160th St., Unit 10, Surrey † 5116 Cordova Bay Rd., Victoria **
Alberta	32-850 Saddletowne Circle N.E., Calgary ** 13540 Victoria Trail N.W., Edmonton † 232 Westmount Centre, Edmonton ** 287 Powder Dr., Fort McMurray † 10 Hewlett Park Landing, Unit 13A, Sylvan Lake **
Saskatchewan	100-3015 Clarence Ave. S., Saskatoon †
Ontario	44 Collier St., Barrie * 460 Holland St. W., Bradford ** 160 Yellow Avens Blvd., Brampton † 1985 Cottrelle Blvd., Brampton 950 Paisley Rd., Guelph † 2880 Major Mackenzie Dr., Unit 1, Markham † 3401 Dufferin St., North York ** 8670 Bayview Ave., Richmond Hill † 600 Fleet St., Toronto † 10720 Bathurst St., Vaughan † 3661 Major Mackenzie Dr., Vaughan
Quebec	80 rue Strasbourg, Candiac † 1440 rue Jules-Verne, Quebec †
Newfoundland	1324 Topsail Rd., Paradise †

* New branch as a result of consolidation

** New branch as a result of relocation

† New Scotia Securities Inc. Wealth Management locations

Branches closed

British Columbia	166 - 4750 Rutherford Rd., Nanaimo** 5144 Cordova Bay Rd., Victoria **
Alberta	105-600 Saddletowne Circle N.E., Calgary ** 232 Westmount Centre, Edmonton ** 90 Hewlett Park Landing, Unit B, Sylvan Lake **
Ontario	1 Dunlop St. W., Barrie* 25 Essa Rd., Barrie*† 76 Holland St. W., Bradford** 880 Upper Wentworth St., Hamilton † 3401 Dufferin St., North York**

* Closure as a result of consolidation

** Closure as a result of relocation

† Closed Scotia Securities Inc. Wealth Management locations

ABM installations and de-installations

ABMs installed*

British Columbia

1811 Comox Ave., Comox
1155 Hwy. 33 W., Kelowna
2411 – 160th St. (2), Surrey
1321 Yates St., Victoria

Alberta

6450 Centre St. N.E., Calgary
850 Saddleowne Circle N.E. (2), Calgary
12550 Symons Valley Rd., Calgary
2500 University Dr., Calgary
873-85th St. S.W., Calgary
13540 Victoria Trail N.W. (3), Edmonton
2203 – 110th St., Edmonton
9330 – 144th Ave., Edmonton
287 Powder Dr. (3), Fort McMurray
6700 – 46th St., Olds
1501 Main St. E., Slave Lake
171 Highway 16A, Spruce Grove
10 Hewlett Park Landing, Sylvan Lake

Saskatchewan

3015 Clarence Ave. S., (3), Saskatoon

Manitoba

1915 Main St., Winnipeg
380 Provencher Blvd., Winnipeg

Ontario

771 Golf Links Rd., Ancaster
1 Henderson Dr., Aurora
1 Dunlop St. W. (2), Barrie
76 Holland St. W., Bradford
1985 Cottrelle Blvd. (3), Brampton
9919 Airport Rd., Brampton
265 King George Rd., Brantford
84 Lynden Rd., Brantford
3049 Jefferson Dr., Brockville
12016 Airport Rd. N., Caledon
3454 Errington St., Chelmsford
1 Water St. E., Cornwall
222 Silvercreek Pkwy. N., Guelph
3 Clair Rd. W., Guelph
1070 Stone Church Rd., Hamilton
751 Upper James St., Hamilton
2098 Commerce Park Dr., Innisfil
1680 Richmond St., London
2880 Major Mackenzie Dr. (2), Markham
61 Holly Ave., Milton
309 Rathburn Rd. W., Mississauga
3055 Vega Blvd., Mississauga
26 Hospital Dr., Peterborough
8670 Bayview Ave. (3), Richmond Hill
2900 Ellesmere Ave., Scarborough
1000 Fort William Rd., Thunder Bay
5286 Dundas St., Toronto
600 Fleet St. (2), Toronto

10700 Bathurst St., Vaughan
10720 Bathurst St. (3), Vaughan
3661 Major Mackenzie Dr. (3), Vaughan
880 Goyeau St., Windsor
11729 Tecumseh Rd. E., Windsor
4611 Walker Rd., Windsor

Quebec

80 rue Strasbourg (3), Candiac
141 boul. St-Joseph, Drummondville
420 chemin Vanier, Gatineau
3064 rue St. Charles, Kirkland
3490 boul. Le Carrefour, Laval
1440 rue Jules-Verne (3), Quebec

Newfoundland and Labrador

1324 Topsail Rd. (2), Paradise

Nova Scotia

5640 Spring Garden Rd., Halifax
2120 Hammonds Plains Rd., Hammonds Plains

ABMs de-installed*

British Columbia

581 Ryan Rd., Courtenay
702 Nicol St., Nanaimo
9025 Granville St., Port Hardy
9507 Main St., Summerland
1 Water St., Vancouver
1301 Hillside Ave., Victoria

Alberta

7424 – 118th Ave. (2), Edmonton

Saskatchewan

4665 Albert Rd., Regina
201 – 1st Ave. S., Saskatoon

Ontario

1 Dunlop St. W., Barrie
12 Fairview Rd., Barrie
25 Essa Rd., Barrie
76 Holland St. W., Bradford
3049 Jefferson Dr., Brockville
1555 Talbot Rd., Lasalle
381 Church St., Markham
3670 Cawthra Rd., Mississauga
40 Elm St., Sudbury
20 Bay St. (6), Toronto
3401 Dufferin St., Toronto
3000 Hwy. 69 N., Valley East Sud

Québec

7675 boul. St-Michel, Montréal
3800 ave. Cusson, Saint-Hyacinthe
1255 montée Masson, Terrebonne
3980 Côte de Liesse, Ville Mont-Royal

Newfoundland and Labrador

266 Main St., Port Au Port

New Brunswick

1047 St. Peter Ave., Bathurst

* The above list includes a number of locations where ABMs were installed, de-installed or consolidated.

2008 taxes

Scotiabank incurs a number of taxes, including direct taxes on income by Canadian federal and provincial governments and the governments of foreign jurisdictions in which the Bank operates, as well as several indirect taxes. In 2008, this totalled \$1.5 billion (taxable equivalent basis), representing 35 per cent of the Bank's pre-tax income for the year.

Total tax expenses (recoveries) to all levels of government in Canada are shown in the chart (right). For additional information on the Bank's tax expenses in 2008, please refer to Table 55 in Scotiabank's 2008 Annual Report, available online at www.scotiabank.com.

Taxes in foreign regions

(As at October 31, 2008)
(\$ thousands)

	Income taxes
Asia Pacific	54,883
Caribbean & Latin America	495,598
Europe & Middle East	169,525
United States	115,404
Total	835,410

Taxes in Canada

(As at October 31, 2008) (\$ thousands)	Income taxes	Capital taxes	Other taxes ⁽¹⁾
Federal	(150,955)*	0	159,844
Provincial			
Newfoundland	(909)	364	3,151
Prince Edward Island	(128)	58	88
Nova Scotia	(1,300)	419	4,315
New Brunswick	(643)	147	1,927
Quebec	12,482	3,994	10,360
Ontario	1,429	16,150	85,449
Manitoba	(436)	1,970	1,671
Saskatchewan	(180)	1,997	609
Alberta	(3,041)	0	4,648
British Columbia	(624)	601	5,185
Territories	(138)	0	23
Total provinces	6,512	25,700	117,426
Total	(144,443)	25,700	277,270

(1) includes payroll taxes, GST, HST, municipal taxes and deposit insurance premiums.

* Income tax recoveries due to losses reported for tax purposes.

Debt financing

Scotiabank is committed to meeting the needs of Canadian businesses, including small and medium enterprises. The following charts indicate – by province and for Canada as a whole – the amount of business credit authorized and outstanding, as at Oct. 31, 2008, and the number of customers to whom it was authorized.

Authorization Levels of:	\$0 - \$24,999			\$25,000 - \$99,999			\$100,000 - \$249,999			\$250,000 - \$499,999		
	Authorized	Outstanding	Customers	Authorized	Outstanding	Customers	Authorized	Outstanding	Customers	Authorized	Outstanding	Customers
	\$ thousands	\$ thousands		\$ thousands	\$ thousands		\$ thousands	\$ thousands		\$ thousands	\$ thousands	
British Columbia and Yukon*	60,839	18,988	11,013	210,100	93,663	4,453	266,236	156,360	1,788	253,333	168,211	754
Alberta & NWT**	66,879	21,594	11,788	225,743	106,201	4,788	304,646	179,206	2,030	294,523	178,305	844
Saskatchewan	23,039	10,026	2,841	104,849	57,795	2,121	112,156	72,893	752	63,483	46,121	191
Manitoba	135,436	26,392	14,809	972,236	256,951	18,928	504,734	227,311	4,117	160,785	80,257	501
Ontario	248,992	88,439	44,943	901,867	459,508	18,720	1,160,258	714,878	7,666	978,977	643,188	2,961
Quebec	27,038	9,713	4,619	126,900	62,613	2,690	195,829	128,650	1,250	156,029	107,084	466
New Brunswick	16,110	6,177	2,400	65,279	33,858	1,359	64,405	40,497	426	28,030	19,926	89
Nova Scotia	27,096	10,693	4,029	111,895	65,456	2,246	151,056	99,441	979	173,460	109,824	514
P.E.I.	4,750	2,169	591	21,872	11,627	431	23,809	15,893	159	12,223	8,119	39
Newfoundland	17,686	6,275	2,600	73,784	36,376	1,561	64,654	39,550	437	26,932	17,521	87
Canada	627,865	200,466	99,633	2,814,525	1,184,048	57,297	2,847,783	1,674,679	19,604	2,147,775	1,378,556	6,486

Authorization levels of:	\$500,000 - \$999,999			\$1,000,000 - \$4,999,999		
	Authorized	Outstanding	Customers	Authorized	Outstanding	Customers
	\$ thousands	\$ thousands		\$ thousands	\$ thousands	
British Columbia and Yukon*	249,725	159,704	381	670,014	400,438	339
Alberta, Saskatchewan and NWT***	255,771	145,133	396	947,700	548,101	419
Manitoba	138,271	60,498	223	185,439	95,171	105
Ontario	998,157	665,378	1,475	4,014,783	2,781,846	1,846
Quebec	204,607	144,845	306	808,999	500,058	376
New Brunswick, Nova Scotia, P.E.I. and Newfoundland****	233,495	148,672	343	829,740	518,074	396
Canada	2,080,026	1,324,230	3,124	7,456,675	4,843,688	3,481

Authorization levels of:	over \$5,000,000		
	Authorized	Outstanding	Customers
	\$ thousands	\$ thousands	
British Columbia and Yukon*	4,136,432	1,911,599	154
Alberta, Saskatchewan and NWT***	14,318,637	6,686,964	321
Manitoba	847,779	439,263	35
Ontario	54,317,156	25,713,138	1,238
Quebec	4,992,101	3,144,274	179
New Brunswick, Nova Scotia, P.E.I. and Newfoundland****	2,741,042	1,683,319	125
Canada	81,353,147	39,578,557	2,052

Note: for reasons of client confidentiality, we have combined the following:

* Yukon with British Columbia.

** Northwest Territories with Alberta.

*** Northwest Territories, Saskatchewan and Alberta.

**** New Brunswick, Prince Edward Island, Newfoundland and Nova Scotia.

Voluntary codes of conduct and public commitments*

Scotiabank is committed to a number of voluntary codes of conduct and public commitments designed to protect consumer interests.

These include:

- Canadian Code of Practice for Consumer Debit Card Services
- Guidelines for Transfers of Registered Plans
- CBA Code of Conduct for Authorized Insurance Activities
- Principles of Consumer Protection for Electronic Commerce: A Canadian Framework
- Model Code of Conduct for Bank Relations with Small and Medium-sized Businesses

- Plain Language Mortgage Documents – CBA Commitment
- Undertaking on Unsolicited Services
- Low-Fee Retail Deposit Account, Memorandum of Understanding
- VISA Zero Liability Policy and VISA E-Promise
- Undertaking: Principal Protected Notes Regulations
- Online Payments
- Reduced cheque hold periods

* For a copy of the full text of the codes and commitments, refer to www.scbank.com, Customer Care page. Visit the websites of the Financial Consumer Agency of Canada (www.fcac-acfc.gc.ca) and the Canadian Bankers Association (www.cba.ca) for more detailed information on consumer protection.

Scotiabank is a member of the following organizations:



Socially responsible indices

Scotiabank is included in a number of indices, based on our performance on environmental, social and corporate governance criteria.



Additional information

Corporate Headquarters

Scotiabank
Scotia Plaza
44 King Street West
Toronto, Ontario
Canada M5H 1H1
Tel: (416) 866-6161
Fax: (416) 866-3750
E-mail: email@scotiabank.com

For further information

Public, Corporate and government Affairs
Scotiabank
44 King Street West
Toronto, Ontario
Canada M5H 1H1
Tel: (416) 866-3925
Fax: (416) 866-4988
E-mail: corpaff@scotiabank.com

Online

For product, corporate, financial and shareholder information:
www.scotiabank.com and
www.scotiacapital.com





It's like winning the Stanley Cup™ every year.



And we won because of our incredible team. Scotiabankers know what it takes to make a winning experience for our customers. Respect. Commitment. And never being less than our best.

Thanks to each of our 'always on their game' employees for making us one of Canada's 50 Best Employers, 5 years in a row.



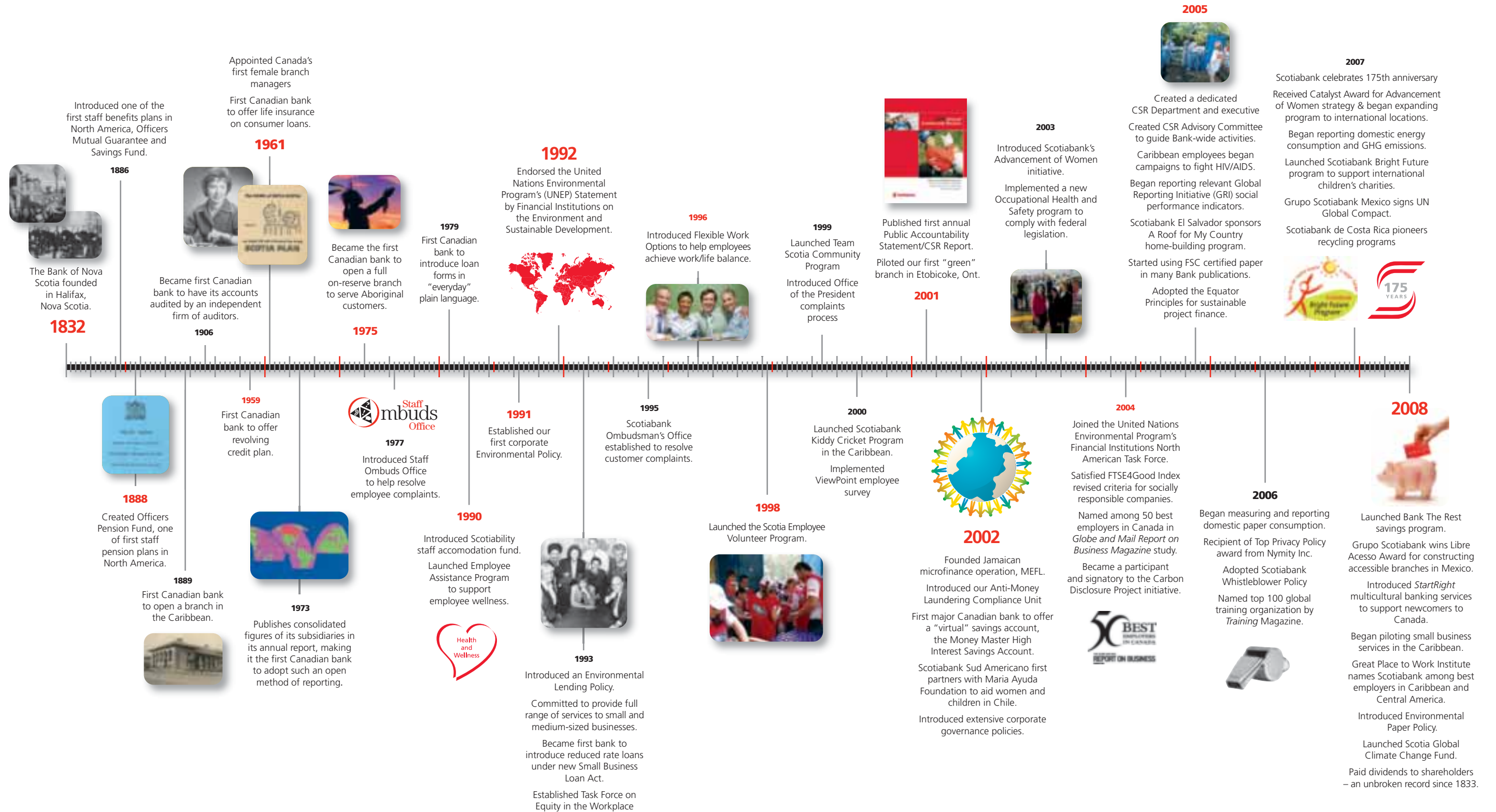
You're richer
than you think.

Scotiabank Group

History of Scotiabank's Corporate Social Responsibility

Corporate social responsibility has always been at the heart of how we do business at Scotiabank. Since 1832, we have taken pride in creating value for our shareholders, fulfilling our customers' unique financial needs, providing employees with rewarding careers, and supporting the well-being of our communities.

1832-2008 With more than 175 years in business



M O R E T H A N O N E H U N D R E D A N D S E V E N T Y S E V E N Y E A R S O F C S R

