

Business Principles

Triodos Bank is one of the world's leading sustainable banks. We enable money to work for positive social, environmental and cultural change by offering a comprehensive range of banking services that includes saving, investing, asset management, private banking, payment services and lending.

We believe we have a responsibility to help bridge the gap between economic development and the interests of people and the environment. We try to do this in three different ways – by providing sustainable services, by developing new and innovative products and by engaging in public debate about the benefits and challenges of socially responsible business and sustainable banking. Founded in the Netherlands in 1980, Triodos Bank also has branches in Belgium, Spain, the United Kingdom and Germany.

This document outlines our vision, mission, business principles and how we put those principles into practice. In essence, this document provides the framework that supports not only our strategic future, but also our day-to-day business operations.

Our vision

Triodos Bank exists because it believes that people have the freedom to develop themselves, have equal rights and are responsible for the consequences of their economic actions on society and the planet. We only lend to and invest in organisations that contribute to a more sustainable society.

Our approach takes account of people, planet and profit to deliver a positive return over the long term. This people-oriented, environmental and financial approach is expressed in the Triodos Bank name itself. Triodos – 'Tri hodos' – translated from Ancient Greek means 'three-way'.

Our mission

Triodos Bank finances companies, institutions and projects that add cultural value and benefit people and the environment, with the support of depositors and investors who want to encourage socially responsible business and a sustainable society.

Our mission is

- to help create a society that promotes people's quality of life and that has human dignity at its core.
- to enable individuals, institutions and businesses to use money more consciously in ways that benefit people and the environment, and promote sustainable development.

- to offer customers sustainable financial products and high quality service.

Our corporate values

Our corporate values guide how we do business. They support beliefs about what is important to us as a value-led organization.

Our corporate values are:

- Sustainability
- Transparency
- Excellence
- Entrepreneurship

Our business principles

Our Business Principles provide a framework for the way we conduct our business, and support for our day-to-day decision-making. They are the principles that govern our conduct and set the standard by which internal and external stakeholders can judge us. Triodos Bank Business Principles apply to all directors, executives, management and co-workers, and are aligned to our core values. Triodos Bank subscribes to the Dutch Corporate Governance Code and the Dutch Banking Code, whilst the Business Principles of Triodos Bank remain leading.

We are committed to the following key business principles:

• Promote sustainable development

We consider the social, environmental and financial impacts of all that we do.

• Respect and obey the law

We are committed to complying with all legal requirements in all countries in which we operate.

• Respect human rights

We respect people, society and different cultures and support the aims of the United Nation's Universal Declaration of Human Rights.

• Respect the environment

We will do all that we can to create and support positive environmental impacts.

• Be accountable

We are accountable, responsible and committed to our stakeholders for all our actions.

• Continuous improvement

We seek to continuously improve all facets of our business.

Observance of our business principles

Our Business Principles apply to all Triodos Bank businesses, specifically all Triodos Bank branches, Triodos Investment Management and Triodos Private Banking. All co-workers must comply with the Triodos Bank Business Principles. Violations can be reported according to the Triodos Bank Whistleblower Policy and our Incident & Financial Crime Policy.

Responsibility

It is the responsibility of the members of the Executive Board and Senior Management to ensure that all co-workers are made aware of the principles and to ensure that they are observed. New co-workers are informed of our principles during their induction or by Human Resources in the initial days with the company.

Whistleblower policy

Triodos Bank has a whistleblower policy to promote the reporting of violations of business principles. The policy enables co-workers to make complaints on an anonymous basis without fear of retaliation.

Compliance and reporting

Triodos Bank places high value on compliance with our Business Principles. Senior and Middle Management monitor compliance, and appropriate measures are taken. In line with our Incident and Financial Crime Policy, Management of each branch is responsible for maintaining an up-to-date incident database and must report to the Executive Board. Serious incidents are reported to the Compliance Officer at international level. Our performance against our business principles is reported in both our financial and non-financial reporting.

Our principles in practise

The commentary below details our commitment to our business principles and how we apply them in our day-to-day operations. Our principles are described using seven key themes that are important to us - stakeholder dialogue, business ethics & corporate governance, co-workers, community, customers, environment and suppliers & contractors.

Stakeholder dialogue

Triodos Bank defines stakeholders as all people, groups and organisations that it has a business or other relationship with, and defines three particular groups:

1. Customers (including depositors, investors and borrowers), shareholders (holders of depositary receipts), suppliers and co-workers – dialogue with these stakeholders mainly involves weighing up economic interests, balancing short and long-term interests and balancing self and public interest.
2. Non-governmental organisations (NGOs) and the government – dialogue with this group predominantly focuses on the social context within which Triodos Bank operates.
3. Individuals and groups, who between them make a

wide range of contributions to the further development of the Bank's vision (including external advisors and innovative thinkers who respond to requests for their ideas or provide them spontaneously) – dialogue with these stakeholders is an important source of new and effective ideas.

Stakeholder dialogue is essential to us in terms of maintaining and developing our activities and our strategy. It is also essential for knowledge sharing, learning, and advancing sustainable development. It is therefore important to us that we:

- engage in stakeholder dialogue, in particular with our customers, non-governmental organisations, professional associations and forums to stay abreast of new sustainability issues. Where possible and relevant, we work with such bodies to develop and advance our sustainability criteria.
- By addressing these sustainability themes, and by using our influence as an investor or financier, and as a manager of investment funds, we aim to advance awareness of sustainability issues and encourage action.

Business ethics & corporate governance

Our business ethics and corporate governance help to define the parameters within which we can achieve our mission. Ethical business practice is key to that, and it is therefore important to us that we:

- monitor and report annually on our social, environmental and financial performance, and that our reporting is comprehensive, fair, accurate, timely and complies with applicable legislation and standards.
 - report using the Global Reporting Initiative (GRI) Guidelines.
 - support and commit to the aims of the United Nation's Universal Declaration of Human Rights and seek to ensure that none of our products and services abuse civil, political, social or economic rights.
 - take measures to identify clients or beneficial owners of unusual or suspicious transactions. We are committed to taking appropriate measures against clients if they use our services to finance criminal conduct, including reporting to law enforcement agencies.
 - maintain good corporate governance in line with our corporate values or explain why we differ (Dutch Corporate Governance Code and Dutch Banking Code).
 - regularly monitor, review and report on our corporate governance performance in our annual report.
- It is also important that our co-workers:
- avoid personal and financial activities that conflict with the best interests of Triodos Bank and its stakeholders.
 - do not accept money, gifts, entertainment or benefits that may influence their decision making in business.
 - do not - directly or indirectly - offer, promise, give or demand money, gifts, entertainment, benefits or other undue advantages to obtain or retain business.
 - sign an insider trading agreement, which includes items such as use of non-publicly available information and trading of shares at specific times.

- are able to make complaints on an anonymous basis without fear of retaliation to the Chairman of the Executive Board. Alleged irregularities concerning the functioning of members of the Executive Board can be reported to the Chairman of the Supervisory Board.

Co-workers

Our co-workers are key to us achieving our mission. It is therefore important that we:

- encourage feedback to improve the effectiveness of our organisation.
- support and commit to the conventions and recommendations of the International Labour Organization.
- are committed to the health and safety of our co-workers.
- promote equal opportunity and support diversity.
- do not tolerate discrimination or harassment of any kind.
- reward performance and achievement fairly. We will not pay any bonuses, since our results are achieved by the contribution of all and we want to avoid that co-workers are working primarily for their personal profit instead of that of our customers and our organisation.
- support the right of co-workers to have freedom of association, freedom of expression, and the right to collectively bargain.
- provide training and development and opportunities for promotion and growth.
- ensure that our selection and recruitment processes are fair and professional.
- report on our performance of our social policy and our co-worker policy in our annual report.

Community

To encourage and actively help our communities and society to be sustainable, it is important to us that we make a positive difference and are active in communities and sectors we operate in.

Customers

We aim to provide our customers with products and services that meet their specific needs and contribute to sustainable development. It is therefore important to us that we:

- support social and environmental projects and develop partnerships with businesses and organizations whose direct and indirect output contributes to a sustainable society.
- ensure that our product, marketing and pricing information meets all regulatory requirements and is easy for customers to understand.
- assess our investment and lending decisions using social and environmental criteria.
- respect customer confidentiality.
- ensure that we do not discriminate on the basis of race, colour, sex, language, religion, political opinion, health status, marital status, sexual orientation, national or social origin, social status, indigenous status, or disability.

- make access to financial products and services available to poor communities and low-income groups in developing countries through financing microfinance and fair trade activities.
- provide quality in all our products and services.
- listen to what our customers have to say and deal with any expression of customer dissatisfaction fairly, consistently and promptly.
- review and update our products and services.

Environment

Environmental considerations are an integral part of all Triodos Bank's activities. It is therefore important to us that we:

- integrate environmental and social impacts into all our business decisions.
- obey environmental standards, regulations and legislation.
- evaluate and maintain our environmental policy statement.
- set targets and objectives and regularly monitor our performance.
- undertake internal and external auditing of our environmental performance and report on our progress annually.
- train and educate our co-workers about our internal environmental policy and performance.
- share our knowledge of environmental issues and best practice with our customers, partners and suppliers.
- use environmental criteria to assess finance and lending decisions.
- reduce adverse environmental impacts by minimizing consumption of energy, water, paper and fuel.

Suppliers & contractors

Our suppliers and contractors also contribute to sustainable development. It is therefore important to us that we:

- assess our suppliers based on sustainability criteria to ensure that our relationship with them contributes to sustainable development.
- regularly review our list of eligible suppliers and contractors.

Feedback & comments

As mentioned in 'Our Principles in Practice', stakeholder dialogue is essential to us in terms of maintaining and developing our activities. In order to continuously improve, we encourage you to provide comments and feedback about our business principles and other aspects of our business. If you have any comments about this document or issues related to our business, please contact:

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