

Policy regarding bilateral contacts with Depository Receipt Holders

Introduction

In accordance with best practice provision 4.2.2. of the Dutch Corporate Governance Code (2016), Triodos Bank has formulated the following policy on bilateral contacts between Triodos Bank and its (potential) Depository Receipt Holders. In line with this best practice provision, this policy has been published in the com.website of Triodos Bank.

Triodos Bank serves its mission through the capabilities and human relationships of its co-workers. Clear governance structures aim to support and enhance those capabilities and relationships and should never be seen as a goal in itself.

Scope

This Policy applies to all co-workers of Triodos Bank Group¹ and all people and organisations commissioned by an entity of Triodos Bank Group.

Equal and accessible information

Triodos Bank's policy is to provide all (potential) Depository Receipt Holders and other parties in the financial markets with equal and simultaneous information about matters that may influence the price and availability of Depository Receipts.

The interim and annual results announcements and presentations, and other important announcements and corporate governance documents concerning Triodos Bank, are published on the Triodos Bank website, www.triodos.com and on the country websites of branches offering Depository Receipts.

Dialogue with Depository Receipt Holders

Triodos Bank aims to maintain an open and constructive dialogue with existing (and potential) Depository Receipt Holders. Bilateral meetings may be arranged to connect directly with existing investors and to offer further insights into publicly available information, ask questions and acquire a better understanding of the business of Triodos Bank. Bilateral meetings may take place at any time during the year, except during a period of four weeks before the publication of the semi-annual-, and annual results.

Press relations

Bilateral communication with representatives of the press is carefully prepared. Triodos Bank will endeavour not to release price sensitive information which is not already in the public domain when engaging with the media or in other bilateral communication.

Inadvertent disclosure of price sensitive information

Before any public meetings or bilateral conversations with Depository Receipt Holders, the press or other stakeholders, Triodos Bank will take such measures that, should non-public price sensitive information be disclosed, it will be able to deal with this situation in an appropriate and responsible manner.

Approved on: 4-12-2017

¹ 'Triodos Bank Group' means the economic and organisational unity, under central control, constituted by a primary group consisting of Triodos Bank N.V. and all legal entities in which Triodos Bank N.V. owns more than 50% of the economic rights, and a secondary group consisting of all legal entities in which the primary group has effective management control, as well as the Triodos Investment funds incorporated in the Netherlands and Luxembourg.