

Triodos Bank

Community Engagement

A review and perspective on
strategic objectives and
implementation

Community Engagement at Triodos Bank

Triodos Bank sees its community as an essential instrument to realise the bank's mission: to promote sustainable development by consciously using money. Customers, depository receipt holders, co-workers and societal partners together form an engaged community that goes beyond a purely transactional banking relationship.

This page describes the current approach to community engagement, how Triodos Bank involves stakeholders in policy and strategy, and how it reports on this. Following its announcement in May 2025 and building on its current activities and strategic outline, this approach will be further developed and deepened in the coming years.

Community as a foundation of the mission

Many stakeholders experience their relationship with Triodos Bank more as a form of membership than as a traditional banking relationship. Transparency about investments – through publications, the website and digital tools – and regular meetings have always played an important role in this.

The community approach is aimed at embedding a structural dialogue with relevant stakeholders, strengthening their engagement with the bank's mission and supporting Triodos Bank's distinct position in the long term. The community is therefore not a goal in itself, but a carrier of the mission.

A hybrid community: online, offline and with special attention for underrepresented groups

Triodos Bank deliberately chooses a hybrid community approach, in which online and offline activities complement and reinforce each other. Extra attention is paid to young people and to groups that are traditionally less easily heard.

Online activities

Triodos Bank uses various digital tools to reach and engage stakeholders, such as webinars, interactive livestreams, digital community and dialogue platforms, podcasts with internal and external speakers, and dialogues through social media. These channels are used to discuss current topics, provide background on policy choices and invite stakeholders to contribute to societal and strategic discussions.

Offline activities

In addition to digital initiatives, Triodos Bank initiates, facilitates and participates in physical meetings. These include thematic events and panel discussions at (inter)national conferences, open lunch meetings at De Reehorst with room for informal exchange, lectures and exhibitions on socially relevant topics, and stakeholder visits and roundtable sessions.

Involvement of young people

Young people are an important stakeholder group, not least because they are crucial to the sustainable transitions in which Triodos Bank is active. The bank involves young people through guest lectures at universities and universities of applied sciences, youth panels and youth meetings, cooperation with youth organisations, and participation in educational programmes and initiatives in the financial sector. The aim is that stakeholders of different ages, backgrounds and regions are heard and able to contribute to the bank's direction.

Community Engagement team and activities

Since September 2025, a dedicated Community Engagement team has been in place. This team works closely with colleagues from a broad range of departments.

The main tasks of the Community Engagement team are to structure and strengthen dialogue with stakeholders and to set up and coordinate community-strengthening activities. The team also ensures that insights from the community feed into policy and governance, and that progress and results of community engagement are monitored and reported.

Activities include participation in and organisation of panel discussions at (inter)national conferences, open thematic lunch meetings at De Reehorst, lectures and exhibitions on societal topics and podcasts with co-workers, customers and external experts. The team is also involved in educational activities such as lectures and youth panels, in collaboration with societal organisations and customers on impact projects, and in the regular use of newsletters, the website, a dedicated platform and social media for information, invitations and reporting.

The team initiates its own activities and supports initiatives from colleagues and external partners that contribute to strengthening the community.

The Triodos Bank Impact Collective (TBIC)

The Triodos Bank Impact Collective (TBIC) is a broadly composed advisory body that is an integral part of the community approach. More than 300 stakeholders participate in the TBIC, including representatives from government, business, civil society organisations, youth organisations, nature and environmental organisations, customers and co-workers.

Purpose and working method

The TBIC offers a structured platform for gathering perspectives on Triodos Bank's five transition themes and its change finance agenda, engaging in dialogue on complex issues such as energy and food transitions, and providing advice to the Executive Board on relevant themes.

TBIC meetings are organised around strategic impact questions. Participants can submit written input in advance; during the sessions this input is explored further through dialogue.

Meetings and advice

In April 2026, the TBIC started with an online kick-off and a first round of two questions submitted to the TBIC. More than 200 people shared their perspectives on these questions with Triodos Bank, both online and on 8 May, when a large group of stakeholders met at the Triodos Bank head office for comprehensive discussion around these two questions.

TBIC's advice is submitted to the Executive Board. Triodos Bank applies a "comply or explain" principle. Advice is carefully considered and it is documented and communicated how the bank responds.

Governance of the TBIC

The composition, purpose, working methods and governance of the TBIC are laid down in a charter approved by the Executive Board and the Supervisory Board. The TBIC has an advisory role on Triodos Bank's impact strategy and serves as a structural instrument for stakeholder dialogue and co-creation around the mission of Triodos Bank.

Governance, monitoring and accountability

Community engagement is firmly embedded internally, both in governance and in operational management.

The Executive Board has ultimate responsibility for the community engagement strategy. The Community Engagement team reports regularly to a steering committee that includes, among others, the Group Director Corporate Communications and the Chief Commercial Officer. This ensures that insights from the community are structurally taken into account in decision-making and strategy.

The progress of community engagement is systematically monitored through evaluations after meetings and activities, structured learning loops to refine working methods and an annual high-level review. At present, the focus is on output- and activity-based indicators, such as the number and type of activities, the reach, the diversity of participants and the topics covered. The ambition for the coming years is to develop more outcome-oriented indicators that provide better insight into the actual impact of

community engagement on policy and practice, while recognising the complexity of measuring societal impact.

After a period of three years, a more in-depth evaluation of the community approach, including the TBIC, will be conducted. Input will be gathered from all relevant stakeholders. The outcomes will be used to adjust the strategy, governance and operational set-up where necessary.

Transparency and communication

Triodos Bank strives for transparent and proactive communication about its community engagement approach. Triodos Bank's objective is to create a single online location where all of its community members can find information about the activities initiated or facilitated by Triodos Bank, as well as those activities in which Triodos Bank participates.

Community engagement initiatives have been and will be communicated through press releases, newsletters, the website and digital platforms. Positive responses and broad participation show that there is support for this form of engagement. Through regular communication channels, information is periodically shared on planned and completed community activities, the themes that are being addressed and relevant outcomes and follow-up steps.

Community engagement activities are evaluated and, where possible, outcomes and policy responses are shared. Advice and signals from the community are consolidated and – within the limits of confidentiality – communicated back through digital channels.

As a matter of principle, Community Engagement activities aim to reach all relevant stakeholder groups, the Community Engagement activities aim to all reach all relevant stakeholder groups, with particular attention for young people, nature and environmental organisations and other groups that are less frequently heard in public debate. The objective is to maintain a low participation threshold, both online and offline.

Outlook

In the recent period, important steps have been taken to further structure and professionalise community engagement at Triodos Bank: from setting up a dedicated team and a hybrid programme of activities to establishing the Triodos Bank Impact Collective and embedding community engagement in governance and reporting.

In the coming years, the focus will be on further developing formats for dialogue and co-creation, strengthening the engagement of diverse stakeholder groups, refining monitoring and impact measurement and continuing to integrate community insights into strategy and decision-making. As part of a broader process, Triodos Bank is investigating the expansion of the community engagement set-up beyond The Netherlands to the other countries where Triodos Bank is active. Triodos Bank will continue to build a strong, engaged community as a foundation for its mission and as a source of critical, constructive input for the further development of the bank.