

Policy regarding bilateral contacts with (potential) investors in Triodos Bank

Introduction

In accordance with best practice provision 4.2.2. of the Dutch Corporate Governance Code (2016), Triodos Bank N.V. has formulated the following policy on bilateral contacts between Triodos Bank and its (potential) Depository Receipt Holders and investors in other capital products issued by Triodos Bank (the Investors). In line with this best practice provision, this policy (the Policy) has been published on the company website of Triodos Bank, www.triodos.com.

Scope

This Policy applies to Triodos Group.

Equal and accessible information

Triodos Bank's policy is to provide all (potential) Investors and other parties in the financial markets with equal and simultaneous information about Triodos Bank Group.

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/governance and on the country websites of branches offering Depository Receipts and other capital products issued by Triodos Bank N.V. or its subsidiary companies.

Dialogue with (potential) Investors

Triodos Bank aims to maintain an open and constructive dialogue with existing (and potential) Investors. Bilateral meetings may be arranged to connect directly with existing Investors and to offer further engagement on publicly available information, ask questions and acquire a better understanding of the business of Triodos Bank and its subsidiary companies.

Bilateral meetings and presentations may take place, as long as such communication only relates to factual clarifications of previously disclosed information.

Press relations

Bilateral communication with representatives of the press is carefully prepared. Triodos Bank will not 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 (potential) Investors, the press or other stakeholders, Triodos Bank and its subsidiary companies will take such measures that, should non-public sensitive information (like significant new information related to information in the approved prospectus and which may affect the assessment of the securities, or a material change to the nature and risks of the securities) inadvertently be disclosed, it will be able to deal with this situation in an appropriate and responsible manner.

Approved on 23 March 2020