

Policy on contacts and dialogue with shareholders

Triodos Bank was founded on the conviction that banking can be a powerful force for good. Our mission is to make money work for positive cultural, environmental and social change. We finance progressive entrepreneurs and influence the banking sector to become more transparent, diverse and sustainable.

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Introduction

Triodos Bank N.V. has formulated the following policy on contacts and dialogue with shareholders in accordance with best practice provision 4.2.2. of the Dutch Corporate Governance Code (2022). 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 Bank Group and all its subsidiaries.

Equal and accessible information

Triodos Bank's policy is to provide all (potential) Investors (equity & debt) 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

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 Investors and to offer further engagement on publicly available information, to ask questions and acquire a better understanding of the business of Triodos Bank. Bilateral meetings and presentations may take place, as long as such communication only relates to factual clarifications of previously disclosed information. An Investor Relations department representative shall be present at all meetings with (potential) investors.

Triodos Bank will not organise or join investor meetings during the so-called quiet period of 30 calendar days immediately preceding the publication of the half-year or annual figures of Triodos Bank.

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 inadvertently be disclosed, it will be able to deal with this situation in an appropriate and responsible manner.

Key controls

Coordination of the contacts and dialogue with shareholders is done by Corporate Communications and Investor Relations, at group level and local level. Responsibility for shareholder engagement is owned by Corporate Communications and Investor Relations, at group level. Corporate Communications and Investor Relations coordinates all dialogue with existing and potential Investors.

Ownership and maintenance

This document is owned by the Group Director of Corporate Communications and Investor Relations. This document and any changes thereto need to be approved by the Group Director of Corporate Communications and Investor Relations. It will be reviewed at a minimum of every two years. Developments in the organisation or in legislation may trigger the need for a sooner review. The General Counsel coordinates the maintenance process of the governance documentation.