Triodos Bank

Conflicts of Interest Statement

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.

Read more on [triodos.com](https://www.triodos.com)

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Introduction

Triodos Bank makes money work for positive change in society. We are in business to help create a society that promotes the quality of life of all its members on a thriving planet, with human dignity at its core. To fulfil this mission, integrity must be central to everything we do. Actual or perceived conflicts of interest can undermine this integrity and our commitment to positive impact. Therefore, Triodos Bank is dedicated to preventing, identifying and managing conflicts of interest.

Identifying a conflict of interest

A conflict of interest may arise when competing interests might influence, or appear to influence, the ability of Triodos Bank or its co-workers to act fairly and objectively. It can occur in any situation where co-workers can exploit their role for personal or other benefit.
The main types of conflicts of Interests are:

- conflicts between the interests of Triodos Bank and the interests of a customer;
- conflicts between the interests of customers or groups of customers;
- conflicts between the interests of Triodos Bank and the interest of co-workers;
- conflicts between the interests of different operating units of Triodos Bank;
- conflicts between the interest of Triodos Bank and business relations and any other stakeholder.

Preventing or managing a conflict of interest

Triodos Bank has established organisational, procedural, and administrative measures to prevent or manage conflicts of interest. Measures include:

- Implementing policies or mandates to guide conflict of interest management.
- Setting up information barriers
- Functional segregation
- Rules and guidance for giving and receiving Gifts and/or Hospitality

Disclosure

In case measures and procedures cannot ensure – with reasonable confidence – that risks of damage to the interest of the customer will be prevented, Triodos Bank shall disclose to the customer the identified conflict of interest. Disclosure is used as a measure of last resort.

Training and Awareness

Triodos Bank regularly trains its employees on identifying and managing conflicts of interest.