



Triodos Socially  
Responsible Investment  
Funds and Ethical  
Stocks and Shares ISA.  
Supplementary  
Information Document.

**Triodos  Bank**

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# Introduction

**Thank you for your interest in the Triodos Socially Responsible Investment (SRI) Funds. The SRI funds enable you to invest in listed companies delivering superior social and environmental performance with strict minimum standards.**

Triodos Bank is a global pioneer in sustainable banking. We have over 16 years of experience in managing investment funds through our wholly owned subsidiary Triodos Investment Management who have over EUR 3.5 billion assets under management\*

\*Correct as of August 2018  
[www.triodos-im.com/](http://www.triodos-im.com/)

## What are the SRI funds?

The SRI funds are collective investment schemes that invest in a range of listed sustainable companies.

Triodos Investment Management – a wholly owned subsidiary of Triodos Bank, perform a comprehensive integrated financial and sustainability analysis on companies before investment.

## Triodos Sustainable Equity Fund

The Triodos Sustainable Equity fund is a global impact fund, investing across a diversified portfolio of large listed companies that are selected for their financial as well as sustainability performance.

## Triodos Sustainable Pioneer Fund

The Triodos Sustainable Pioneer fund invests in global equities of innovative small and medium sized companies that are active on the forefront of ground-breaking solutions in the field of sustainability.

## Fund structure

The SRI funds form part of an investment company called SICAV I. A SICAV is a type of open-ended investment fund with variable capital.

Both funds are domiciled in Luxembourg and regulated by the Commission De Surveillance du Secteur Financier ([www.cssf.lu](http://www.cssf.lu)).

## Income

Another decision you need to make when applying to purchase shares is how you want any income made by the funds to be distributed. With the SRI funds you may choose from the following share classes:

- **Distribution (also known as Income) shares** - where the income generated by the fund is transferred as cash into your nominated bank account.
- **Capitalisation (also known as Accumulation) shares** - where the income generated by the fund is not paid out to you but is invested back into the value of the fund.

Please note that investment decisions must be made on the basis of the information provided in the Prospectus and Key Investor Information Document (KIID), and not only on information provided in this summary.

This information is not financial advice. If you are unsure if either fund is the right investment for you, please seek independent financial advice. If you don't have an independent financial adviser, you can get details of local financial advisers by visiting [www.unbiased.co.uk](http://www.unbiased.co.uk)

As Triodos Bank N.V. is licensed in the Netherlands, investments are not covered by the UK Financial Services Compensation Scheme. However, investments may be covered by the Dutch Investor Compensation Scheme, for more information please visit [www.triodos.co.uk/en/about-triodos/important-information/deposit-guarantee-scheme](http://www.triodos.co.uk/en/about-triodos/important-information/deposit-guarantee-scheme)

# What you need to know

Minimum initial investment per fund	£1,000
Minimum additional lump sum investment per share class	£500
Minimum balance per fund	£500
<b>Charges</b>	
Initial Charge (taken from the initial and any subsequent investments)	0.5%
Annual Service Charge (collected by selling units in your holding)	0.4% per annum, charged on a monthly basis
Annual Management Charge (factored into the share price)	Triodos Sustainable Equity Fund: 0.75% Triodos Sustainable Pioneer Fund: 0.95%
Exchange rate charge (factored into the share price)	0.15%
Transaction Fee	£0

## Charges

The Initial charge - is a one off fee charged when you make any investment. It is expressed as a percentage of the investment and is deducted from the investment subscription before your investment

is purchased. We do not charge a transaction fee to switch, move into an ISA or sell your investment.

Annual Service Charge - A charge that is collected by Triodos Bank UK to cover costs of providing our investment service, including administration costs. The annual service charge is expressed as an annual percentage and is calculated monthly based on the value of your holdings on the last **Business Day\*** of the month. On the first Business Day of the new month shares will be sold to cover the charge.

Please be aware that the sale of shares to cover the annual service charge is classified as a disposal for Capital Gains Tax purposes and may need to be declared to HMRC. For further information please consult a tax specialist or HMRC.

Annual Management Charge – a fee charged to cover service and administration of the fund by Triodos Investment Management. It is expressed as a percentage of the investment and is factored into the share price.

**\*Business Day** is any day on which banks are open for business in Luxembourg and the UK i.e. any day other than Saturdays, Sundays or other public holidays.

When comparing fund charges you may come across the term Ongoing Charges or Total Expense Ratio (TER). This includes both the fund managers AMC and their other expenses such as the board of directors and audit fees. The Ongoing Charges or TER for both funds can be found in the KIIDs.

Exchange Rate Charge – is the cost of converting between sterling and euros when buying and selling. The charge is not applied directly to individual investments, it is shared by all euro and sterling investors in the fund and is already accounted for in the published share prices.

## Risks

Investing in SRI funds is not the same as investing money in a bank account as your capital is at risk and you may not get back the full amount that you invested. The value of investments and the income derived from them may go down as well as up.

The SRI funds should be considered for the long term, e.g. 5-10 years.

## Currency risks

Both SRI funds are quoted in sterling, however when you purchase or sell your sterling is converted into euros or back from euros into

sterling. Your total return is therefore subject to the euro-sterling exchange rate. Further currency risk arises as the funds may invest in euro, dollar and other currency denominated securities.

## Synthetic Risk and Reward Indicator (SRRI)

The SRRI is a measure of a fund's historical price volatility and provides an indication of the risk level of a fund. However, historical data may not be a reliable indicator of the future risk profile of the fund. For further information on the SRRI please read the Key Investor Information Documents.

Triodos Sustainable Equity

Triodos Sustainable Pioneer



Ratings correct as of August 2018

# Socially Responsible Investment

## What is Socially Responsible Investment?

We define Socially Responsible Investment (SRI) as investing following a strict criteria on environmental, social and governance issues.

## Our Strategy

We strongly believe the SRI funds are a powerful means of promoting our principles and working for greater sustainability.

At the heart of our SRI philosophy and strategy lies the belief that in the long term the most successful companies will be those that offer solutions for a sustainable society.

## How we invest

Selecting listed companies for inclusion in the Triodos investment universe is a rigorous and systematic process. To ensure they meet the social, environmental and governance standards required, companies are screened against a wide range of criteria, in a three stage process.

Please visit our website for more information  
[www.triodos.co.uk/sri](http://www.triodos.co.uk/sri)

## Total transparency

We offer total transparency about the companies selected for investment and publish the actual portfolio of both funds and a justification for the inclusion of each company.

## Maximum influence

With the money entrusted to the Triodos Socially Responsible Investment Funds comes the responsibility - and the power to influence the way the companies which are selected for investment do business. So, a key element of the SRI strategy is to pursue a policy of active engagement and dialogue, with the aim of raising awareness of sustainability, stimulating action and creating lasting change.

## Fund size

As of August 2018 the size of the Triodos Sustainable Equity fund is €673 million and the Triodos Sustainable Pioneer fund €278 million.

EUR 673 million

Triodos  
Sustainable  
Equity fund\*

\*Triodos Investment Management  
Correct as of August 2018



# Investing and dealing

## Who can apply?

The SRI funds are offered to UK residents aged 18 and over.

Investment decisions should only be made on the basis of the Prospectus and the Key Investor Information Document(s) and not only on the information provided in this summary.

You can choose to invest in both the Triodos Sustainable Equity and Triodos Sustainable Pioneer funds.

## Proof of Identity

We are required by law to check the identity of anyone wishing to invest. To help us verify your identity and address we may make an electronic search, using the information you supply on the application form. Please see our Terms and Conditions for further information. In some instances we may need to ask you to send in further information or documents.

## How do they trade?

Deals are placed at 10:00 Greenwich Mean Time (GMT) on each fund business date and are valued overnight. If your application




and cleared funds arrive after this time they will be dealt at the next available valuation point.

Once we have received your cleared funds and application we will invest your money on a forward pricing basis. This means that applications and cleared funds received before 10:00 will be dealt on this day and priced at the next available valuation point. The SRI funds value every Business Day in the morning before European markets open.

## Settlement

The SRI funds settle on a dealing day plus three Business Days basis. This means that if we receive your cleared funds and application before 10:00 the funds will deal on this day and value the next Business Day before European markets open. Subsequently, three Business Days after the dealing day your shares will be settled on the register. Conversely, should you wish to sell your investment and we receive your instruction before 10:00 your trade will be booked that day, value the next Business Day and be paid into your bank account two Business Days later.

## Timeline of share purchasing

Business day 1	Business day 2	Business day 4
Dealing day	Valuation day	Settlement day
 Cleared funds and/or instruction received by 10:00 GMT	 Contract note sent (confirming instruction)	 Money transferred to nominated account/switched shares settled on fund register

All share prices are calculated on the valuation day before European markets open

### Confirmation of investment

After your initial application we'll send you a welcome pack which provides information about your new account, a contract note and details of our cancellation policy should you change your mind.

Each time you purchase shares we'll send a contract note that confirms the amount of money invested, the number of shares you have bought and at what price.

### Account set up

You can track your investments through Triodos Internet Banking. If we have your email address, then after your application has been processed we will send you your Internet Banking username by email. You will be able to log into your online account to see the details of your investments and the value of your shares.

Once logged in, you will also be able to make changes to your contact details such as address, telephone numbers and email address. However, you are unable to trade online.

### Right to cancel

After making your investment or after you have requested a switch between your existing investment funds, you have the right to cancel this instruction. You will have 14 days from the date of the letter confirming your investment to exercise this right.

Details of how to do this will be contained in the letter and contract note we send to confirm your deal. If you decide to cancel we will refund the initial charge and the monetary value of the investment. Please note that if the share price has fallen by

# Investing and dealing (continued)

the time we receive your written instruction, you may get back less than the amount originally invested.

## Switching and selling investments

You may wish to switch your existing investment from one fund to the other. To instruct us to do this, a switch form should be completed and returned. This form may be downloaded from [www.triodos.co.uk/sri](http://www.triodos.co.uk/sri), or you can call us on **0330 355 0355** and we will send you one.

To sell your shares, you must instruct us to do so in writing by letter. Please include your account number and details of what you wish to sell in the letter. The proceeds of the sale – the settlement – will be sent to you by electronic transfer within three working days.

If you are not selling or switching the whole of your holding, a minimum fund balance of £500 per fund applies. If your instruction takes the fund below that minimum balance we will not be able to process the instruction.

## Complaints

Even though we aim to give you the best possible service and information, there may still be occasions when you wish to complain.

If you have a complaint about a product or service that we offer we would welcome the opportunity to investigate what has happened and put it right where we can. We would like to hear from you:

- **By phone: 0330 355 0355 or (+44) 117 973 9339 from abroad**  
**All calls to and from Triodos Bank may be recorded**
- **By email: [contact@triodos.co.uk](mailto:contact@triodos.co.uk)**
- **By secure message: when you are logged into your internet banking**
- **In writing to: Triodos Bank, Deanery Road, Bristol, BS1 5AS**

You can review our complaints procedure on our Website.

If you are unhappy with our response, or we have not sent you a final response within eight weeks of the original complaint, you have the right to take your complaint to the Financial Ombudsman Service.

If you would like the Financial Ombudsman Service to look into your complaint, you must contact them within six months of the date of any final response issued. You can find out more about the role of the Financial Ombudsman Service by contacting us and requesting a copy of the leaflet, or you can contact the

Financial Ombudsman Service directly:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone number: 0800 023 4 567  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

As this service is offered online you can submit your complaint through the European Commission's Online Dispute Resolution website. You can find out more information by visiting <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>  
The European Commission may forward your complaint to the Financial Ombudsman Service.

# Tax Implications

Your investments may be subject to income and capital gains tax. Your liability, tax rate and whether you are eligible for any tax relief depends on your personal circumstances and is likely to vary over time. We recommend that you take professional advice for more details on this matter or if you are unclear about your tax position.

We will send you a tax voucher showing you the amount of the distribution. It is your responsibility to declare this to HMRC if you have a tax liability.

Any investments wrapped in a Stocks and Shares ISA are not liable for income or capital gains tax. Income or gains made through a Stocks and Shares ISA need not be declared on your tax return.

EUR 3.5 billion  
total  
assets under  
management\*

\*Triodos Investment Management  
Correct as of August 2018

# Stocks and Shares ISAs

An ISA is a tax-efficient way of saving or investing money. An ISA operates as a 'wrapper', in which you can house different types of investments or savings. Within an ISA there is no capital gains tax and no further tax on income or interest generated. The benefits of an ISA depend on your individual circumstances.

Triodos offer Ethical Cash ISAs, Stocks & Shares ISAs and Innovative Finance ISAs, see [www.triodos.co.uk/isa](http://www.triodos.co.uk/isa) for more information.

Anyone aged 18 or over who is resident in the UK for tax purposes can invest in a stocks and shares ISA.

There is an overall subscription limit for ISAs which is set by HMRC. You can invest the full amount in any number of permitted ISAs in a given tax year.

You cannot subscribe more than the overall subscription limit to a Cash ISA, Stocks & Shares ISA, Innovative Finance ISA, Lifetime ISA or any combination of these, in the same tax year.

Setting up a Triodos Ethical Stocks and Shares ISA is as straightforward as setting up an investment funds account.

Simply complete a Triodos Ethical Stock and Shares ISA application form which can be requested or downloaded from [www.triodos.co.uk](http://www.triodos.co.uk), or call us on **0330 355 0355** and we'll send you an application pack.

You will need to tell us whether you wish to buy new shares to invest in the Stocks and Shares ISA (in which case send in a cheque or transfer money from your UK bank/building society or Triodos UK account). You can also move existing Triodos Socially Responsible Investment Funds that you already own into the Triodos Ethical Stocks and Shares ISA. Or you can transfer an ISA you hold with a different provider.

There are many rules and eligibility criteria relating to ISAs, especially around the process of transferring an existing one from another ISA provider. Before you take any action it is really important that you refer to the Triodos Ethical Stocks and Shares ISA part of the Terms and Conditions or the HMRC website for full details.

# How to invest

## How to invest

We categorise all Socially Responsible Investment fund and Ethical Stocks & Shares ISA customers as Retail Clients. This means that we will make no assumptions as to your expertise and knowledge of these products and comprehensive information will be provided in a fair, clear and not misleading manner.

If you choose to invest in the SRI funds you must complete an application form and return it to the address on the form. Investment decisions must be based on the Prospectus and the Key Investors Information Document and not solely on the information provided in this leaflet.

An application form can be downloaded from our website [www.triodos.co.uk/sri](http://www.triodos.co.uk/sri) or call us on **0330 355 0355** and we'll send you a form.


Investments can be placed in both the Triodos Sustainable Equity and the Triodos Sustainable Pioneer fund.

We can accept payment either via cheque or bank transfer. If paying by bank transfer please ensure your payment is sent from the nominated bank account entered on the form.

## What's my next move?

For more information about the Triodos Socially Responsible Investment funds and other ethical investment opportunities email **contact@triodos.co.uk**, call us on **0330 355 0355** or visit [www.triodos.co.uk/investments](http://www.triodos.co.uk/investments)

In order to improve efficiency and reduce Triodos Bank's impact on the environment, we will publish important information about the investment funds such as the Reporting Fund Findings and the fund newsletters on our website.



What's my  
next move?





0330 355 0355  
contact@triodos.co.uk  
www.triodos.co.uk

Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

Triodos Bank NV (incorporated under the laws of the Netherlands with limited liability, registered in England and Wales BR3012). Authorised by the Dutch Central Bank and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request. Registered office: Triodos Bank, Deanery Road, Bristol, BS1 5AS.

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