



Triodos Impact  
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 Impact Investment Funds. The Impact 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 4.2 billion assets under management\*

\*Correct as of May 2019  
[www.triodos-im.com/](http://www.triodos-im.com/)

## What are the Impact funds?

The Impact 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 Global Equities Impact Fund

The Triodos Global Equities Impact 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 Pioneer Impact Fund

The Triodos Pioneer Impact 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 Impact 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 Impact 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)

The Dutch Investor Compensation Scheme does not apply to investments directly distributed by Triodos Bank UK Ltd., including the Triodos Impact Investment funds.

The UK's Financial Services Compensation scheme (FSCS) does not apply to the Triodos Impact Investment funds. For more information please see: <https://www.fscs.org.uk/what-we-cover/investments/>

# What you need to know

Charges	
Annual Service Charge (collected by selling units in your holding)	0.4% per annum, charged on a monthly basis
Ongoing charges figure	Triodos Global Equities Impact Fund: 0.96% Triodos Pioneer Impact Fund: 1.23%
Total ongoing charge per annum	Triodos Global Equities Impact Fund: 1.36% Triodos Pioneer Impact Fund: 1.63%

## Charges explained

**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.

**\*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.

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.

**Ongoing Charges Figure (OCF)** – (also known as the Total Expense Ratio or TER) - is the ongoing costs of running the funds. The OCF includes the fund managers Annual Management Charge and other expenses of running the fund, such as the board of directors and audit fees. The Annual Management Charge is the charge taken by Triodos Investment Management to select investments based on their sustainable and financial performance.

The OCF is expressed as an annual percentage and is calculated and deducted from the fund daily. The charge is reflected in the value of the fund, you will not see this on your statement and do not need to pay for it separately.

Please note there may be a difference in the OCF for the distribution and capitalisation share classes, where this is the case, we will always show the highest figure. The OCF's are correct as of 31 December 2018 and may vary.

Share prices are converted between sterling and euros when buying and selling, and a fee of 0.2% of the exchange rate used is charged. This fee 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 Impact 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 Impact funds should be considered for the long term, e.g. 5-10 years.

## Currency risks

Both Impact 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  
Global Equities  
Impact Fund



Triodos  
Pioneer  
Impact Fund



Ratings correct as of May 2019

# Impact investing

## What is Impact Investing?

We define Impact Investing as investing to generate a positive, measurable social and environmental impact alongside a financial return.

## Our Strategy

We follow a robust approach to building and managing the Impact Investment fund portfolios

To ensure all companies we invest in make a positive social and environmental impact, we follow a three stage investment approach.

### 1. Positive screening

First, we identify companies that positively contribute towards a more sustainable future using seven sustainable transition themes that are tracked against the UN Sustainable Development Goals.

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

### 2. Negative screening

We then review companies against our minimum standards, and screen out any companies that have a negative impact on people and planet. For example, we exclude products and services related to arms, fossil fuels, tobacco, gambling and animal testing.

### 3. Integrated sustainability analysis

Finally, we conduct an integrated financial and sustainability analysis on each prospective company. This looks at the potential impact of economic, social and environmental changes on a company's business model and future financial performance.

## 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

We can't achieve a more sustainable future alone, so we collaborate with the companies we screen and invest in to promote and encourage sustainable practices.

We use the voting rights associated with our shareholdings to ensure that decisions around financial profit are never made at the expense of people or planet.

#### Fund size

As of May 2019 the size of the Triodos Global Equities Impact Fund is €773 million and the Triodos Pioneer Impact Fund €305 million.

EUR 773 million

Triodos  
Global Equities  
Impact Fund\*

\*Triodos Investment Management  
Correct as of May 2019



# Investing and dealing

## Who can apply?

The Impact 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 Global Equities Impact and Triodos Pioneer Impact 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 London Time 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 Impact funds value every Business Day in the morning before European markets open.

## Settlement

The Impact 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.

- Minimum initial investment per fund: £1,000
- Minimum additional lump sum investment per share class: £500
- Minimum balance per fund: £500

## 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	 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.

# Investing and dealing (continued)

## 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. Please note that if the share price has fallen by 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/investments](http://www.triodos.co.uk/investments), 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)

If you purchased your product online you may also be able to submit your complaint through the European Commission's Online Dispute Resolution Portal rather than contacting the Financial Ombudsman Service. You can find out more about the portal and submitting your complaint by visiting <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>. The European

# Tax Implications

Commission may forward your complaint to the Financial Ombudsman Service.

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.

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

EUR 4.2 billion  
total  
assets under  
management\*

\*Triodos Investment Management  
Correct as of May 2019

# Stocks and Shares ISAs

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 Impact 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

# How to invest

full details.

## How to invest

We categorise all Impact 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 Impact Investment 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/investments](http://www.triodos.co.uk/investments) or call us on **0330 355 0355** and we'll send you a form.

Investments can be placed in both the Triodos Global Equities Impact and the Triodos Pioneer Impact Funds.

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 Impact Investment funds and other ethical investment opportunities email [contact@triodos.co.uk](mailto: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?





Telephone: 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.

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Conduct Authority and the Prudential  
Regulation Authority under registration  
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