

Triodos  Bank

Annual Report 2020

Appendix VI – Co-worker and environmental statistics

Co-worker statistics

Co-worker statistics are gathered through various HR systems and consolidated by Group HR throughout the

year. By setting group definitions for all countries, we assume all co-workers are in scope and statistics are calculated consistently.

Social key figures¹

	2020		2019		2018		2017		2016	
	Inside NL	Outside NL	Inside NL	Outside NL	Inside NL	Outside NL	Inside NL	Outside NL	Inside NL	Outside NL
Number of co-workers at year-end	889	703	791	702	737	690	700	677	631	640
Average number of ftes during the year ²	740.6	668.1	677.1	668.6	649.1	647.6	593.8	604.5	523.5	566.1
Number of ftes at year-end ²	792.6	670.5	703.3	667.1	658.0	659.4	618.5	630.5	560.5	594.8
Sickness rate	3.7%		4.3%		3.8%		3.3%		2.8%	

¹ The co-worker report includes everyone employed by Triodos Bank.

² Fte stands for full-time equivalents and is the number of co-workers calculated on a full-time basis per week. (For The Netherlands this is 40 hours, Belgium 37 hours, United Kingdom 37.5 hours, Spain 37 hours, for Germany 40 hours and for France 35 hours).

Training expenses per co-worker

	2020	2019	2018	2017	2016
The Netherlands ¹	1,287	2,237	1,242	1,681	1,745
Belgium	1,130	1,012	1,669	1,531	1,150
United Kingdom	1,162	1,431	1,124	968	1,095
Spain	459	626	565	554	467
Germany	941	1,375	1,288	1,055	741
France	3,025	2,722	3,906	2,323	1,327
Head office	1,341	2,321	2,901	2,101	2,328
Triodos Investment Management ²	2,143	3,715	2,173	2,298	2,261
Average	1,207	1,840	1,602	1,471	1,435
Increase	-34.4%	14.8%	8.9%	2.5%	-15.2%

1 All references to The Netherlands in the co-workers figures include the Dutch Private Banking department.

2 The co-workers figures of Triodos Investment Management includes TIAS as of 2019, since TIAS no longer exists as a separate entity.

Training days per co-worker

	2020	2019	2018	2017	2016
The Netherlands	1.9	4.0	3.3	2.9	2.9
Belgium	1.2	2.2	4.0	3.5	2.7
United Kingdom	2.0	1.7	6.9	4.3	1.8
Spain	5.2	9.6	7.8	8.1	7.3
Germany	2.6	4.1	4.9	2.5	1.4
France	-	4.8	6.6	4.9	2.4
Head office	2.7	4.0	6.2	3.8	3.8
Triodos Investment Management	1.7	4.2	3.4	2.0	1.8
Total	2.6	4.7	5.5	4.3	3.7

Age categories of co-workers of Triodos Bank at year end

	2020		2019		2018		2017		2016	
	#	%	#	%	#	%	#	%	#	%
< 28 yr	94	5.9%	85	5.7%	58	4.1%	72	5.2%	66	5.2%
28 – 35 yr	305	19.2%	283	19.0%	288	20.2%	295	21.4%	309	24.3%
35 – 42 yr	403	25.3%	415	27.8%	416	29.2%	406	29.5%	366	28.8%
42 – 49 yr	350	22.0%	326	21.8%	303	21.2%	315	22.9%	296	23.3%
49 – 56 yr	289	18.2%	250	16.7%	245	17.2%	198	14.4%	162	12.7%
>= 56 yr	151	9.5%	134	9.0%	117	8.2%	91	6.6%	72	5.7%
Total	1,592	100.0%	1,493	100.0%	1,427	100.0%	1,377	100.0%	1,271	100.0%
Average age	41.9		41.7		41.7		41.4		40.7	

Years of service of co-workers of Triodos Bank at year end

	2020		2019		2018		2017		2016	
	#	%	#	%	#	%	#	%	#	%
0-1 yr	230	14.4%	209	14.0%	173	12.1%	212	15.4%	238	18.7%
1-3 yr	342	21.5%	323	21.6%	374	26.2%	401	29.1%	348	27.4%
3-5 yr	293	18.4%	328	22.0%	297	20.8%	241	17.5%	218	17.2%
5-10 yr	454	28.5%	375	25.1%	367	25.7%	339	24.6%	312	24.5%
10-15 yr	192	12.1%	179	12.0%	140	9.8%	118	8.6%	96	7.6%
> 15 yr	81	5.1%	79	5.3%	76	5.3%	66	4.8%	59	4.6%
Total	1,592	100.0%	1,493	100.0%	1,427	100.0%	1,377	100.0%	1,271	100.0%
Average years of service ¹	5.2		5.2		5.0		5.1		4.9	

¹ The figures published in the 2018 annual report have been updated because they included inactive co-workers, in error. The average years of service in 2018 have been adjusted from 6.4 to 5.0 as a result.

Sickness rate

	2020	2019	2018	2017	2016
The Netherlands	4.0%	5.5%	5.1%	5.9%	3.7%
Belgium	6.5%	6.1%	3.6%	3.8%	3.5%
United Kingdom	2.5%	2.4%	2.4%	2.2%	2.2%
Spain	4.6%	5.8%	5.6%	3.4%	2.7%
Germany	4.5%	3.9%	2.8%	3.3%	2.7%
France	3.6%	2.2%	0.8%	0.0%	0.0%
Head office	3.1%	3.0%	2.7%	2.5%	3.0%
Triodos Investment Management	1.8%	2.7%	2.7%	2.1%	2.1%
Total¹	3.7%	4.3%	3.8%	3.3%	2.8%

¹ Our sickness rate were above our target, which is not to exceed 3%. One of the reasons for this is reported as an increase in work load by co-workers. Our response to this is detailed in the co-worker report (page **) and focuses on promoting well-being, working more efficiently and flexible working.

Attrition

	2020	2019	2018	2017	2016
The Netherlands	8.2%	8.8%	11.3%	9.4%	5.1%
Belgium	10.1%	13.6%	9.4%	12.1%	12.3%
United Kingdom	7.7%	13.9%	15.0%	15.4%	11.9%
Spain	4.2%	5.7%	5.9%	6.2%	4.9%
Germany	10.3%	4.7%	10.6%	3.5%	7.7%
France	100.0%	46.7%	13.3%	10.0%	0.0%
Head Office	8.2%	8.0%	6.3%	5.5%	4.7%
Triodos Investment Management	8.2%	12.9%	7.6%	9.3%	15.8%
Total¹	8.2%	9.9%	8.9%	8.6%	7.9%

¹ In some business entities our attrition rate exceeds our target of 5-10%. This is sometimes related to specific local circumstances and changes in the organisation. As the total is still within the 10% this is not our main concern.

Contract type

Contract type ¹	2020		2019		2018		2017	
	Fixed	Perma- nent	Fixed	Perma- nent	Fixed	Perma- nent	Fixed	Perma- nent
The Netherlands and Private Banking NL	7	333	55	238	46	215	44	203
Belgium	4	152	2	137	2	138	3	136
United Kingdom	10	195	18	178	21	159	8	159
Spain	5	269	15	271	13	268	10	280
Germany	1	67	-	68	6	58	3	63
France	-	-	-	10	-	15	2	13
Head Office	8	334	47	270	38	262	27	242
Triodos Investment Management	17	190	28	156	19	167	34	150
Total²	52	1,540	165	1,328	145	1,282	131	1,246

1 In the General Disclosures of the GRI Standards, Disclosure: 102-8, the requirement has been added: 'Total number of employees by employment contract (permanent and temporary), by region'. Therefore, as of 2016 we report the number of fixed and permanent contracts at year-end.

2 The majority of the organisation's work is performed by co-workers under contract with Triodos Bank. The majority of all co-workers under contract with Triodos Bank are covered by collective bargaining agreements.

Total number of co-workers by contract, by gender

	2020		2019		2018	
	Fixed	Permanent	Fixed	Permanent	Fixed	Permanent
Male	30	780	91	662	78	646
Female	22	760	74	666	67	636
Total	52	1,540	165	1,328	145	1,282

Total employees (payroll) covered by collective bargaining agreements

	2020				2019			
	Total	Non CBA	CBA		Total	Non CBA	CBA	
The Netherlands	889	4	885	99.6%	791	3	788	99.6%
Belgium	156	-	156	100.0%	140		140	100.0%
United Kingdom	205	205	-	0.0%	198	198	-	0.0%
Spain	274	-	274	100.0%	286		286	100.0%
Germany	68	68	-	0.0%	68	68	-	0.0%
France	-	-	-	0.0%	10	10	-	0.0%
Total	1,592	277	1,315	82.6%	1,493	279	1,214	81.3%

Environmental statistics

Environmental key figures

	2020	2019	2018	2017	2016
Energy consumption (in buildings)					
total electricity consumption in kWh	2,627,044	2,869,520	2,681,588	2,702,961	2,787,348
Electricity in kWh/fte	1,742	1,980	1,930	2,079	2,329
Total gas consumption in m ³	68,888	143,816	143,935	132,167	122,829
Gas in m ³ /fte	46	99	104	102	103
Business travel					
By aircraft in km/fte	760	3,622	3,452	3,920	4,113
By car in km/fte	414	888	1,036	1,020	1,188
By public transport km/fte	194	631	589	684	648
Commuting¹					
By car in km/fte	1,536	3,582	4,025	4,318	4,535
By carpool in km/fte	50	94	182	145	118
By public transport in km/fte	851	4,791	3,361	3,454	3,458
By bike or on foot in km/fte	317	1,282	606	591	601
Paper usage					
Total paper usage in kg/fte	34	67	81	85	112
Blank copy recycled paper in kg/fte	3	11	13	13	17
Letter head paper/leaflets/etc. in kg/fte	31	56	68	72	95
Letter head paper/leaflets/etc. in kg/customer	0.06	0.11	0.13	0.14	0.17
Co-workers					
Ftes	1,404	1,346	1,297	1,197	1,089
External, temporary co-workers	105	104	93	103	102
Buildings (absolute figures)					
Surface area in m ²	36,409	36,734	34,321	33,792	33,792
Volume in m ³	122,954	123,929	114,445	112,678	112,678

¹ For commuting, we excluded data from external staff for extrapolation to the total of commuting kilometres for co-workers.

Emission of CO₂ (equivalents)

in thousands of kg	2020	2019	2018	2017	2016
scope 1					
Gas consumption (heating)	61	70	73	72	73
Fossil fueled company cars & lease cars	109	197	156	162	175
scope 2					
Electricity ¹	14	22	7	13	22
Electric company cars & lease cars ²	42	65	19	8	6
scope 3					
Privately owned cars, rental cars & taxi's	469	1,122	1,312	1,319	1,319
Public transport	34	173	105	268	243
Flights	215	1,129	997	1,082	1,083
Paper	65	123	143	140	203
TOTAL³	1,011	2,901	2,812	3,064	3,123
Minus: Compensation for CO ₂ credits	--1,011	--2,901	--2,812	--3,064	--3,123
CO₂ balance (neutral)	-	-	-	-	-
CO ₂ compensation costs per tonne (EUR)	10.95	8.40	8.40	8.40	8.40

1 Due to changes in the method of calculation, the CO₂ emissions of electricity has fluctuated in previous years.

2 As the source for electricity is not always clear, we assume grey electricity for charging.

3 For the calculation of the total emissions, the unrounded values of the items were used, which might give a different result than the sum of the rounded values.

Methodology

The data to calculate the final CO₂ footprint of Triodos Bank are collected by Local Environmental Managers (LEMs) in the various countries where Triodos Bank has its operations. They complete all data, including underlying evidence, in a CO₂ Management Application of the Climate Neutral Group (CNG). The Environmental manager in The Netherlands checks if the input of all data and evidence has been done correctly. After the completion of this phase, all data is consolidated by the Finance Division (using the four eyes principle). Finally, an external auditor checks if all relevant data has been entered accurately and approves the outcome. CNG determines conversion factors for the calculation of the amount of greenhouse gas emissions caused by Triodos Bank on an annual basis. The conversion factor multiplied by the outcome of the different components results in Triodos Bank's total CO₂ footprint.

The CO₂ footprint breakdown in different scopes is in line with international standards like the Greenhouse Gas protocol (GHG Protocol) and the Global Reporting Initiative (GRI).