

Triodos  Bank

Annual Report 2020

Segment reporting

Key figures by banking entity and business unit

Basis for segmentation

Triodos Bank has the following branches and subsidiaries, which are reportable segments. These branches and subsidiaries operate in different countries and therefore are managed separately based on Triodos Bank's management and internal reporting structure.

Reportable segments	Operations
Bank Netherlands	<i>Retail Banking, Business Banking and Private Banking</i>
Bank Belgium	<i>Retail Banking, Business Banking and Private Banking</i>
Bank United Kingdom	<i>Retail Banking and Business Banking</i>
Bank Spain	<i>Retail Banking and Business Banking</i>
Bank Germany	<i>Retail Banking and Business Banking</i>
Investment Management	<i>Impact investing taking place through investment funds or investment institutions bearing the Triodos name</i>
Other	<i>Head office, TRMC and an agency in France</i>

Retail Banking: offer our customers products with a purpose including savings, payments, lending, private banking and investments.

Business Banking: lend money to organisations working to stimulate positive and lasting change.

Head office is organised into the following main departments: ICT, Finance, Treasury, Risk Management, Compliance, HR, Group Audit, Corporate Strategy, Legal, Marketing & Communications. The majority of Group Functions' costs are allocated to the businesses.

TRMC: The primary objective is to manage non-consolidated entities that lend, invest or donate money that has as its main goal to make pioneering, transformative initiatives possible.

An Agency in France was established with the intention to set up a banking branch. In December 2019 Triodos Bank announced its decision to stop activities in France and decided not to establish a banking branch in France.

Information about reportable segments

Information related to each reportable segment is set out below. Segment profit before tax, as included in internal management reports reviewed by the Group's Management Committee, is used to measure performance because management believes that this information is the most relevant in evaluating the results of the respective segments relative to other entities that operate within the same industries. Inter-segment pricing is determined on an arm's length basis.

Segment income statement for the year 2020

in thousands of EUR	Bank Netherlands	Bank Belgium	Bank Belgium
External revenue			
Material items of income and expense			
- Net interest income	74,609	41,871	
- Investment income			
- Net fee and commission income	37,206	7,700	
- Net income from other financial instruments at FVTPL			
- Other revenue	160	1	
Net intercompany revenue	682	9	
Total segment revenue	112,657	49,581	
Personnel and other administrative expenses	-79,832	-34,224	
- Depreciation and amortisation;	-699	-1,428	
Impairment losses on financial instruments	-4,442	-4,430	
Segment profit before tax	27,684	9,499	
Taxation on operating result	-6,365	-2,755	
Net profit	21,319	6,744	
Operating expenses/total income	71%	72%	

Bank United Kingdom	Bank Spain	Bank Germany	Total banking activities	Investment Management	Other	Elimination intercompany transactions	Total
36,602	36,045	11,002	200,129	-125	-1,851	-	198,153
					449		449
3,519	8,531	2,280	59,236	45,502	1,387	-	106,125
	-1		-1		-360	-	-361
-20	274	58	473	-19	279	-	733
-175	-558	-6	-48	-	48	-	-
39,926	44,291	13,334	259,789	45,358	-48	-	305,099
-30,027	-34,391	-12,176	-190,650	-36,223	10,165	-	-216,708
-1,009	-4,640	-491	-8,267	-456	-19,979	-	-28,702
-3,349	-10,994	-1,009	-24,224	10	1	-	-24,213
5,541	-5,734	-342	36,648	8,689	-9,861	-	35,476
-439	1,717	-274	-8,116	-2,222	2,065	-	-8,273
5,102	-4,017	-616	28,532	6,467	-7,796	-	27,203
78%	88%	95%	77%	81%			80%

Segment income statement for the year 2019

in thousands of EUR	Bank Netherlands	Bank Belgium	Bank Belgium
External revenue			
Material items of income and expense			
- Net interest income	64,505	40,701	
- Investment income			
- Net fee and commission income	30,976	7,186	
- Net income from other financial instruments at FVTPL			
- Other revenue	-16	2	
Net intercompany revenue	538	-193	
Total segment revenue	96,003	47,696	
Personnel and other administrative expenses	-71,917	-32,125	
- Depreciation and amortisation;	-1,365	-1,646	
Impairment losses on financial instruments	1,782	-1,411	
Segment profit before tax	24,503	12,514	
Taxation on operating result	-5,748	-3,929	
Net profit	18,755	8,585	
Operating expenses/total income	76%	71%	

Bank United Kingdom	Bank Spain	Bank Germany	Total banking activities	Investment Management	Other	Elimination intercompany transactions	Total
32,437	37,835	12,101	187,579	-54	-2,522		185,003
			-		679		679
3,271	10,297	779	52,509	51,231	1,600		105,340
			-		430		430
119	463	55	623	-10	127		740
267	-266	-5	341	-50	3,500	-3,791	-
36,094	48,329	12,930	241,052	51,117	3,814	-3,791	292,192
-27,910	-35,006	-12,260	-179,218	-34,793	-3,587	3,791	-213,807
-964	-4,476	-518	-8,969	-731	-10,912		-20,612
-115	-3,566	-367	-3,677	-15	10		-3,682
7,105	5,281	-215	49,188	15,578	-10,675	-	54,091
-1,233	-1,486	-262	-12,658	-3,957	1,529		-15,086
5,872	3,795	-477	36,530	11,621	-9,146	-	39,005
80%	82%	99%	78%	69%			80%

Selected assets and liabilities per segment 2020

in thousands of EUR	Bank Netherlands	Bank Belgium	Bank Belgium
Loans and advances to customers	3,987,316	1,815,425	
Number of loans	35,980	5,134	
Total assets	6,696,893	2,354,844	
Funds under management	791,061	845,356	
Total assets under management	7,487,954	3,200,200	
Deposits from customers	5,271,173	2,082,155	
Number of accounts	462,714	85,254	
Total liabilities	6,241,472	2,097,279	
Average number of FTE's during the year	269.4	143.5	

Bank United Kingdom	Bank Spain	Bank Germany	Total banking activities	Investment Management	Other	Elimination intercompany transactions	Total
1,195,193	1,636,375	560,349	9,194,658	-	-	-37,948	9,156,710
5,950	20,540	14,124	81,728			-2	81,726
1,830,507	2,434,715	787,177	14,104,136	33,122	1,782,579	-2,031,440	13,888,397
			1,636,417	5,449,248	67,288	-791,061	6,361,892
1,830,507	2,434,715	787,177	15,740,553	5,482,370	1,849,867	-2,822,501	20,250,289
1,577,467	2,216,340	613,518	11,760,653	-	-	-13,446	11,747,207
84,170	201,016	34,223	867,377	-	-	-	867,377
1,628,010	2,245,571	689,325	12,901,657	14,012	569,752	-805,236	12,680,185
188.1	272.8	58.0	931.8	179.9	297.0		1,408.7

Selected assets and liabilities per segment 2019

in thousands of EUR	Bank Netherlands	Bank Belgium	Bank Belgium
Loans and advances to customers	3,328,292	1,823,199	
Number of loans	34,586	4,933	
Total assets	5,299,578	2,441,784	
Funds under management	800,293	618,093	
Total assets under management	6,099,871	3,059,877	
Deposits from customers	4,667,266	2,129,446	
Number of accounts	443,173	87,740	
Total liabilities	4,872,994	2,139,788	
Average number of FTE's during the year	241.5	135.3	

Bank United Kingdom	Bank Spain	Bank Germany	Total banking activities	Investment Management	Other	Elimination intercompany transactions	Total
1,153,902	1,416,334	530,109	8,251,836			-42,822	8,209,014
4,342	21,586	12,539	77,986			-2	77,984
1,628,131	2,265,034	696,169	12,330,696	37,476	1,817,288	-2,103,872	12,081,588
			1,418,386	4,973,533	79,413	-800,293	5,671,039
1,628,131	2,265,034	696,169	13,749,082	5,011,009	1,896,701	-2,904,165	17,752,627
1,370,870	2,044,238	504,484	10,716,304			-22,605	10,693,699
71,694	203,816	24,393	830,816				830,816
1,420,673	2,071,042	581,986	11,086,483	13,833	612,507	-832,162	10,880,661
177.2	282.2	56.3	892.5	167.6	285.5		1,345.6

Reconciliations of information on reportable segments to IFRS measures

	2020	2019
i. Revenues		
Total revenue for reportable segments	305,974	295,983
Unallocated amounts	-	-
Elimination of inter-segment revenue	875	-3,791
Consolidated revenue	306,849	292,192
ii. Profit before tax		
Total profit or loss for reportable segments	35,476	54,091
Unallocated amounts	-	-
Consolidated profit before tax	35,476	54,091
iii. Assets		
Total assets for reportable segments	13,888,397	12,081,588
Other unallocated amounts	-	-
Consolidated total assets	13,888,397	12,081,588
iv. Liabilities		
Total liabilities for reportable segments	12,680,185	10,880,661
Other unallocated amounts	-	-
Consolidated total liabilities	12,680,185	10,880,661

This page was intentionally left blank

Key figures 2020 by country

in thousands of EUR	The Netherlands	Belgium	United Kingdom
Names	Triodos Bank NV, Stichting Triodos Beleggersgiro, Legal Owner Triodos Funds B.V, Triodos Finance BV, Triodos Investment Management BV, Triodos Investment Advisory Services BV, Sinopel 2019 BV	Triodos Bank NV, Triodos IMMA BVBA	Triodos Bank UK Ltd
Nature of activities	Bank, Private Banking and Investment management	Bank and Private Banking	Bank
Geographical location	Zeist	Brussel	Bristol
Total income	157,947	49,581	39,926
Operating expenses	-128,497	-35,652	-31,036
Impairment losses on financial instruments	-4,431	-4,430	-3,349
Segment profit before tax	25,019	9,499	5,541
Taxation on operating result	-6,522	-2,755	-439
Net profit	18,497	6,744	5,102
Public subsidies received	-	-	1
Average number of FTE's during the year	741.2	143.5	188.1

Spain	Germany	France	Elimination intercompany transactions	Total
Triodos Bank NV	Triodos Bank NV	Triodos Finance BV		
Bank	Bank	Agency for branch Belgium and market research		
Madrid	Frankfurt	Paris		
44,291	13,334	20	-	305,099
-39,031	-12,667	1,473	-	-245,410
-10,994	-1,009	-		-24,213
-5,734	-342	1,493	-	35,476
1,717	-274	-		-8,273
-4,017	-616	1,493	-	27,203
-	-	-		1
272.8	58.0	5.1		1,408.7

Key figures 2019 by country

in thousands of EUR	The Netherlands	Belgium	United Kingdom
Names	Triodos Bank NV, Kantoor Buitenzorg BV, Kantoor Nieuweroord BV, Stichting Triodos Beleggersgiro, Legal Owner Triodos Funds B.V, Triodos Finance BV, Triodos Investment Management BV, Triodos Investment Advisory Services BV, Triodos Nieuwbouw BV, Sinopel 2019 BV	Triodos Bank NV, Triodos IMMA BVBA	Triodos Bank UK Ltd
Nature of activities	Bank, Private Banking and Investment management	Bank and Private Banking	Bank
Geographical location	Zeist	Brussel	Bristol
Total income	147,538	47,696	36,094
Operating expenses	-120,109	-33,771	-28,874
Impairment losses on financial instruments	1,777	-1,411	-115
Segment profit before tax	29,206	12,514	7,105
Taxation on operating result	-8,176	-3,929	-1,233
Net profit	21,030	8,585	5,872
Public subsidies received	-	-	1
Average number of FTE's during the year	680.2	135.3	177.2

Spain	Germany	France	Elimination intercompany transactions	Total
Triodos Bank NV	Triodos Bank NV	Triodos Finance BV		
Bank	Bank	Agency for branch Belgium and market research		
Madrid	Frankfurt	Paris		
48,329	12,930	3,396	-3,791	292,192
-39,482	-12,778	-3,196	3,791	-234,419
-3,566	-367	-		-3,682
5,281	-215	200	-	54,091
-1,486	-262	-		-15,086
3,795	-477	200	-	39,005
-	-	-		1
282.2	56.3	14.5		1,345.6

Tax paid by country

in thousands of EUR	The Netherlands	Belgium	United Kingdom	Spain	Germany	France	Total
2020							
Tax on Profit	5,050	5,216	874	-179	-	-	10,961
Value Added Tax (VAT)	9,210	824	3,750	1,819	312	-	15,915
Banking Tax	-	2,657	-	616	-	-	3,273
2019							
Tax on Profit	4,478	2,955	332	549	-	38	8,352
Value Added Tax (VAT)	12,612	896	1,265	2,009	373	150	17,305
Banking Tax	-	2,444	-	599	-	-	3,043

Triodos Bank's approach to tax reflects its values. It sees paying taxes not as a burden, but as a contribution to the societies that the bank operates in. Taxes are an important instrument to fund education, infrastructure and systems. As such, companies should pay taxes as an important part of their role as a responsible business. The VAT included in the table above are the non-deductible VAT paid on invoices to suppliers.

This page was intentionally left blank

Lending by sector in 2020 after intercompany eliminations

in thousands of EUR	Total			The Netherlands			Be
	amount	%	number	amount	%	number	
Environment							
Organic farming	145,348	1.6	842	50,951	1.3	352	4,433
Organic food	135,893	1.5	837	20,731	0.5	235	22,004
Renewable energy	1,653,747	18.1	1,071	254,062	6.4	242	564,197
Sustainable property	865,488	9.5	631	337,997	8.6	295	288,419
Environmental technology	154,111	1.7	351	5,293	0.1	24	25,431
	2,954,587	32.4	3,732	669,034	16.9	1,148	904,484
Social							
Retail non-food	32,191	0.4	241	7,299	0.2	77	11,439
Production	23,626	0.2	166	3,813	0.1	36	8,475
Professional services	64,855	0.7	656	41,143	1.0	141	9,202
Social housing	486,016	5.3	430	43,318	1.1	135	72,794
Healthcare	1,190,812	13.0	1,746	397,649	10.1	682	229,064
Social projects	184,143	2.0	634	2,957	0.1	25	26,739
Fair trade	5,059	0.1	52	869	-	18	2,374
Development cooperation	24,485	0.3	38	8,775	0.2	6	12,819
	2,011,187	22.0	3,963	505,823	12.8	1,120	372,906
Culture							
Education	312,928	3.4	627	19,581	0.5	77	99,925
Child care	11,730	0.1	74	4,630	0.1	38	3,626
Arts and culture	496,967	5.4	1,560	273,066	6.9	385	63,570
Philosophy of life	86,879	0.9	311	17,928	0.5	72	6,066
Recreation	202,304	2.2	533	69,560	1.8	224	31,833
	1,110,808	12.0	3,105	384,765	9.8	796	205,020
Private loans	2,747,024	30.0	70,901	2,152,403	54.5	32,900	325,491
Municipality loans	333,104	3.6	25	237,342	6.0	14	7,523
Total	9,156,710	100.0	81,726	3,949,367	100.0	35,978	1,815,424

Belgium		United Kingdom			Spain			Germany		
%	number	amount	%	number	amount	%	number	amount	%	number
0.3	70	39,155	3.3	224	50,717	3.1	191	92	0.0	5
1.2	164	14,109	1.2	40	77,719	4.7	380	1,330	0.2	18
31.1	348	271,967	22.8	245	359,641	22.0	171	203,880	36.4	65
15.9	158	25,564	2.1	32	126,368	7.7	118	87,140	15.6	28
1.4	70	19,028	1.6	46	34,091	2.1	189	70,268	12.5	22
49.9	810	369,823	31.0	587	648,536	39.6	1,049	362,710	64.7	138
0.6	36	8,768	0.7	16	4,684	0.3	99	1	0.0	13
0.5	33	5,718	0.5	6	5,615	0.3	71	5	0.0	20
0.5	95	9,385	0.8	64	5,025	0.3	148	100	0.0	208
4.0	47	352,786	29.5	234	17,118	1.0	14	-	0.0	-
12.6	317	236,765	19.8	125	207,757	12.7	536	119,577	21.4	86
1.5	105	38,685	3.2	101	114,815	7.0	391	947	0.2	12
0.1	11	1,104	0.1	7	707	-	14	5	0.0	2
0.7	12	212	-	10	2,679	0.2	9	-	0.0	1
20.5	656	653,423	54.6	563	358,400	21.8	1,282	120,635	21.6	342
5.5	216	58,934	4.9	54	95,860	5.9	233	38,628	6.9	47
0.2	18	492	-	3	2,888	0.2	14	94	0.0	1
3.5	245	45,321	3.8	56	114,492	7.0	834	518	0.1	40
0.3	25	43,452	3.7	141	19,433	1.2	69	-	0.0	4
1.8	63	23,619	2.0	61	48,506	3.0	175	28,786	5.1	10
11.3	567	171,818	14.4	315	281,179	17.3	1,325	68,026	12.1	102
17.9	3,100	130	-	4,485	268,026	16.4	16,875	974	0.2	13,541
0.4	1	-	-	-	80,234	4.9	9	8,005	1.4	1
100.0	5,134	1,195,194	100.0	5,950	1,636,375	100.0	20,540	560,350	100.0	14,124

Lending by sector in 2019 after intercompany eliminations

in thousands of EUR	Total			The Netherlands			Be
	amount	%	number	amount	%	number	
Environment							
Organic farming	154,944	1.9	843	40,820	1.2	341	5,191
Organic food	116,094	1.4	870	21,748	0.7	279	26,808
Renewable energy	1,599,677	19.5	955	192,032	5.8	123	609,152
Sustainable property	881,605	10.7	639	419,520	12.7	324	254,744
Environmental technology	120,366	1.5	275	5,692	0.2	23	37,561
	2,872,686	35.0	3,582	679,812	20.6	1,090	933,456
Social							
Retail non-food	31,535	0.4	222	6,163	0.2	84	11,834
Production	25,833	0.3	146	3,995	0.1	41	12,058
Professional services	61,084	0.7	657	33,639	1.0	176	12,428
Social housing	473,777	5.8	412	45,685	1.4	140	74,854
Healthcare	1,110,057	13.5	1,638	367,814	11.2	703	231,981
Social projects	175,586	2.1	637	3,088	0.1	32	25,842
Fair trade	4,498	0.1	54	645	-	17	2,077
Development cooperation	23,854	0.3	49	8,491	0.3	11	12,068
	1,906,224	23.2	3,815	469,520	14.3	1,204	383,142
Culture							
Education	290,751	3.5	596	21,843	0.7	101	95,497
Child care	18,151	0.2	86	6,235	0.2	49	3,579
Arts and culture	483,677	5.9	1,299	293,870	8.9	372	65,956
Philosophy of life	90,644	1.1	321	19,358	0.6	85	6,518
Recreation	192,810	2.4	478	77,646	2.4	231	34,493
	1,076,033	13.1	2,780	418,952	12.8	838	206,043
Private loans	1,997,756	24.3	67,785	1,449,332	44.1	31,438	300,558
Municipality loans	356,315	4.4	22	267,854	8.2	14	-
Total	8,209,014	100.0	77,984	3,285,470	100.0	34,584	1,823,199

Belgium		United Kingdom			Spain			Germany		
%	number	amount	%	number	amount	%	number	amount	%	number
0.3	70	45,613	4.0	235	63,208	4.5	190	112	-	7
1.5	171	10,402	0.9	46	55,583	3.9	354	1,553	0.3	20
33.4	305	287,711	24.9	261	284,852	20.1	194	225,930	42.6	72
14.0	158	27,895	2.4	27	103,507	7.3	108	75,939	14.3	22
2.1	78	2,499	0.2	5	33,528	2.4	163	41,086	7.8	6
51.3	782	374,120	32.4	574	540,678	38.2	1,009	344,620	65.0	127
0.6	29	9,310	0.8	15	4,224	0.3	81	4	-	13
0.7	47	6,070	0.5	6	3,706	0.3	38	4	-	14
0.7	85	11,112	1.0	52	3,819	0.3	102	86	-	242
4.0	42	343,035	29.7	220	10,203	0.7	10	-	-	-
12.7	280	193,847	16.8	104	191,610	13.5	468	124,805	23.6	83
1.4	114	47,023	4.1	106	98,632	7.0	370	1,001	0.2	15
0.1	12	1,237	0.1	7	533	-	13	6	-	5
0.7	20	243	-	8	3,052	0.2	9	-	-	1
20.9	629	611,877	53.0	518	315,779	22.3	1,091	125,906	23.8	373
5.2	219	50,865	4.4	49	85,518	6.0	185	37,028	7.0	42
0.2	18	5,485	0.5	4	2,712	0.2	13	140	-	2
3.6	362	44,282	3.8	53	79,002	5.6	484	567	0.1	28
0.4	27	47,892	4.2	148	16,876	1.2	56	-	-	5
1.9	61	19,245	1.7	51	40,755	2.9	125	20,671	3.9	10
11.3	687	167,769	14.6	305	224,863	15.9	863	58,406	11.0	87
16.5	2,835	136	-	2,945	246,553	17.4	18,615	1,177	0.2	11,952
-	-	-	-	-	88,461	6.2	8	-	-	-
100.0	4,933	1,153,902	100.0	4,342	1,416,334	100.0	21,586	530,109	100.0	12,539