

ING Sustainable Paper Statement

Introduction

Paper usage forms a significant part of ING's environmental footprint as we use large quantities of paper for internal and external communication. In order to minimise the environmental impact, ING calls upon the business units world-wide to engage in paper consumption reduction measures, sustainable paper procurement and/or recycling initiatives.

"A sensible approach to paper consumption, procurement and recycling is a vital part of ING's care for the environment"

I Reduction in paper consumption

Standardization of double-sided printing and employee awareness are of importance in ING's global aim to reduce the consumption of paper products. Within ING paperless business processes are supported where feasible. Furthermore paper consumption can be reduced by switching to lower paper thickness (grammage) while conforming to both the functional requirements and the ING branding guidelines.

"The most obvious and effective way to reduce ING's environmental impact from paper usage – and to cut costs at the same time – is to use less paper"

II Procurement of sustainable paper

There are various steps in the production process of paper that we need to consider in our aim to procure sustainable paper. Three steps are especially key:

- Is the paper produced with recycled raw materials?
- Do the virgin woodchips that were used for the production of the paper come from responsibly managed forests?
- Does the pulp mill use best available techniques?

"ING calls upon the business units to source sustainable paper where available and feasible"

Is the paper produced with recycled raw materials?

Approximately 48% of the world's paper is made from recycled waste sources. By using recycled paper fibres we save virgin wood, energy and water. The most significant savings are reached by using post-consumer waste (PCW) paper.

"At ING we aim to buy paper that is (partially) derived from recycled post consumer waste sources"

Do the virgin woodchips that were used for the production of the paper originate from responsibly managed forests?

No matter how well we recycle, the paper industry currently still needs virgin fibre. Two out of every five felled trees are pulped for paper. In order to meet the current demand for paper, the world needs approximately 185 million tonnes of virgin paper fibres each year.

The sourcing of wood for the global paper production contributes to shrinkage of forests world wide, with 2% each year. This while forests are the lungs of the planet and are the most notable storehouse of biological biodiversity on land.

In order to put a hold on this development, the forests from which virgin wood for paper production is sourced, need to be managed responsibly. Responsibly managed forests are forests that allow for legal, managed and controlled felling of wood for commercial purposes while staying healthy both over the short and long term. Sustainably managed forests can be monitored and certified by independent organisations such as, for example, the Forest Stewardship Council (FSC). Well managed forests maintain biodiversity and other important ecosystem services while providing benefits to local people and forest workers.

If paper from certified responsibly managed forests is not available, the second best option is to opt for controlled wood. FSC controlled wood, for example, is sourced from companies that avoid wood that is illegally harvested, genetically modified, harvested in violation of traditional and civil rights, harvested in forests where high conservation values are threatened, or harvested in forests being converted to plantations or non- forest use.

“At ING, we search for opportunities to source our paper from sustainably managed sources”

Does the pulp mill use best available techniques?

In order to make paper from virgin wood and post consumer waste paper, it needs to be bleached and pulped. Wood fibres contain four components, of which only one is used in the production of paper. Chemical bleaching and pulping is therefore applied to separate the cellulose polymer fibres from the other contents of wood.

Currently there is a continuously up-going trend avoiding the use of any kind of chlorine chemicals, specifically elemental chlorine, in the bleaching and pulping process.

Modern mills employ the Total Chlorine Free (TCF) bleaching method, where oxygen is used in the first stage of the bleaching process. The TCF process produces woodpulp bleached without the use of chlorine chemicals (no chlorine gas or dioxide). The same process is called processed chlorine free (PCF) when it relates to recycled materials.

If TCF or PCF paper is not available, or you need intrinsically brighter shade of paper pulp, the fallback position is to use Elemental Chlorine Free (ECF) bleached paper. The ECF production process uses chlorine dioxide, an environmentally significantly less impacting substance than elemental chlorine. Unfortunately, even some ECF processes release significant levels of chlorine compounds. So, if you buy papers made from ECF pulp, make sure that the AOX¹ emissions are low.

The ING Executive Board encourages business units to use paper that is bleached without the use of elemental chlorine (TCF/PCF or ECF).

¹ AOX is an indirect measure of chlorinated organic pollutants such as dioxin and furans. Emissions from ECF mills vary by a factor of 100, from 0.02 to 2.0 kg AOX /ADMT (WWFbleachingposition2007).

Is the paper mill energy efficient?

The final stage in the production process takes place at the paper mill where paper is made from the bleached and pulped raw materials. Paper mills that use raw materials and energy as efficient as possible can work with various externally verified systems.

“ING prefers to source paper from paper mills that have implemented third party verified environmental systems such as ISO 9001, ISO 14001 or EMAS (Eco-Management and Audit Scheme)”

III Recycling

By recycling paper ING contributes to the conservation of forests. Recycling paper reduces the pressure to cut down trees and therefore helps to prevent deforestation. Slowing and preventing deforestation is critical to mitigating the effects of climate change as deforestation currently accounts for approximately 20 to 25% of the global CO2 emissions.

“ING aims to maximize the recycling of paper products throughout the organisation and promotes the implementation of paper recycling facilities in all our businesses”

IV Sustainable Paper Scorecard

ING aims to procure sustainable paper where possible and feasible. At ING, a paperproduct is categorized as sustainable if it meets the following definition:

- **100%** of the paper fibres consists of **post consumer recycled waste (PCW)** materials **or** were **sourced from certified responsibly managed sources**.

and

- The **pulp mill** employs the TCF/PCF or ECF bleaching method.

V Branding guidelines and paper quality

The corporate identity guidelines and the importance of paper quality remain effective in sustainable paper procurement. The ING branding guidelines prefer materials that are not too glossy and have a blond colour.

VI More information

If you have any questions on the ING Sustainable Paper Statement or related issues, please contact the Corporate Responsibility & Sustainable Development Team (corporate.responsibility@ing.com).

ING identified paper usage as one of the three areas in which ING can control and reduce the direct impact on the environment most effectively. The other two are energy consumption and business travel. More information on ING's efforts to preserve the environment can be found on the ING website.