

# 2007

ING Group

## Corporate Responsibility



## ING in Society

**Front cover image:** ING employees in Mexico volunteered to clean beaches and help with the conservation of endangered turtles.

# Welcome

At ING, we believe that responsible behaviour is key to the success of our business. It contributes to our long-term objectives and builds trust with our stakeholders. It also guides us in defining our strategy, our identity and the way we operate.

We believe that we best contribute to society by being good at what we do – helping our customers manage their financial future. We also believe that making sound investment and insurance decisions should not come at the expense of environmental, social and ethical considerations.

I am pleased to report that our sustainable track record continues to improve every year. However, there will always be new challenges to face, ambitious goals to reach and opportunities for growth to pursue. For these reasons, staying true to what we stand for, continuing to build a strong sustainable strategy and implementing the right policies is the best way for us to show our commitment to corporate responsibility.

In 2007, climate change remained a priority for ING and we continued our efforts to prevent, manage and reduce our environmental impact. As a result, we met our target of becoming 100% carbon neutral globally.

I also take great personal pride in the fact that ING and its employees helped raise funds for the education of around 125,000 children; one child for every employee in the company. By working together with our global partner UNICEF, the ING Chances for Children programme aims to support the United Nations Millennium Development Goal of universal primary education.

Looking ahead, we want to ensure that we remain responsive to global issues such as biodiversity, global warming, the ageing population and poverty. Guided by our business principles and policies, we will develop broader relationships with our stakeholders and we are committed to further embed responsible business practices into our day-to-day work.



**Michel Tilmant**  
chairman Executive Board



**Our sustainable track record continues to improve every year.**



ING sells financial services and products in more than 50 countries. We aim to grow and be profitable, but not at any cost. ING wants to be the kind of organisation that customers feel confident entrusting their money to or insuring their homes with, where employees take pleasure in their work and where value is created for shareholders. We also want to observe our broader responsibilities. Wherever we operate in the world, we want to take part in society in a positive and responsible way.

## Did you know?



### We lend and invest responsibly

Performance is not just about meeting demanding targets. Sometimes it also means refraining from a certain business activity or transaction in order to live up to our standards. At ING, we avoid business dealings that are not in line with our vision on sustainability.

### FTSE4GOOD Dow Jones Sustainability Index

ING has been included in sustainability indices since 2000



### We manage our impact on the environment

We want to limit our direct impact on the environment by being more energy efficient, by using green energy and by making our global operations carbon neutral.

# 51%

51% of the electricity ING purchases comes from renewable sources



### We engage our employees in sustainability

At ING, we provide our employees with the required tools to evaluate the full impact of any business decision they make. We also encourage them to get involved with our sustainability agenda.

# 79%

79% of our employees believe the ING Business Principles help them make better decisions



### We treat our customers fairly

We aim to provide our customers with the best possible service by being easily accessible and by treating them fairly.

# 71%

ING scored 71% on customer satisfaction in our global brand monitor survey



### We offer our customers sustainable products

We strive to meet the growing customer demand for products and services that are environmentally friendly and socially responsible in addition to generating a good financial return.

# 27%

In 2007, our sustainable assets under management increased by 27% compared to 2006



### We play an active role in the communities where we do business

We believe we have a responsibility to make a lasting, positive contribution to society. Through our global community development programme, ING Chances for Children, we aim to provide children with educational opportunities.

# 125,000

ING provides around 125,000 children in developing countries with primary education – that is one for each employee

# Our environmental impact

ING supports the thesis that healthy economic growth and environmental care are two sides of the same coin. Environmental protection is a fundamental part of our commitment to conduct our business responsibly.

## 100% carbon neutral

As an office-based organisation, our direct impact mainly derives from our energy and paper consumption and from business travel. In 2007, we managed to increase energy efficiency and we switched entirely to green energy in the Benelux and the US. The remaining emissions generated by our operations are offset through a certified reforestation project in Asia. Today, our global business contributes net zero carbon dioxide emissions into the atmosphere.

## ING Plant a Tree

Stimulated by the growing interest of ING staff worldwide on environmental issues, the 'ING Plant a Tree' global environmental awareness programme was launched by Michel Tilmant, ING's CEO, in Malaysia, where we already support a rainforest tree-planting programme to offset our global CO<sub>2</sub> emissions. The campaign involves employees in promoting a cleaner environment and invites them to get involved in our environmental programme.

In order to gain a better understanding of climate change, ING became a member of the Global Roundtable on Climate Change, an initiative of The Earth Institute at New York's Columbia University.

ING also committed to the 10 principles of the United Nations Global Compact. The Global Compact is a UN initiative that brings business together with the UN, labour and civil society agencies in support of universal environmental and social principles.

## Sustainable products

ING believes climate change is a significant risk to be managed. However, we also believe it can be regarded as a business opportunity. To support our customers in their aim to make a positive contribution to society and the environment, we offer various products that provide environmental and social benefits. Examples are funds which invest in renewable energy, microfinance, or Kyoto Protocol emission reduction projects. Our customers can also take advantage of our advisory and screening services to ensure their investments reflect values that are important to them.



For the fourth consecutive year, ING has been listed as a 'best in class' company in the Carbon Disclosure Project's Climate Leadership Index (CLI). The CLI comprises 50 of the FT500 companies that lead their sector in their responses to the climate change challenge.

# Frequently asked questions

## Does sponsoring Formula One racing conflict with ING's environmental policy?

We fully understand the concerns some people have about potential harm to the environment caused by CO<sub>2</sub> emissions related to F1. Our F1 sponsorship is above all a marketing decision, designed to further raise our brand awareness internationally. Still, we have carefully looked at the environmental issues of F1. The global sanctioning body responsible for international motor racing (FIA) has been offsetting emissions caused by F1 races since 1997. If there are any remaining emissions not covered by the FIA programme, we will expand our existing compensation programme.



## How does ING deal with human rights issues in Sudan?

ING does not finance business activities in countries such as Sudan and Burma/Myanmar, taking into consideration that it can be legitimately assumed that these countries are engaged in widespread violations of human rights. We therefore refrain from doing business and financing projects in these countries, except for humanitarian aid projects. This is also in line with our Business Principles in which we state: "ING supports the aims of the United Nations Universal Declaration of Human Rights and endeavours to apply its principles throughout its operations worldwide".

## How does ING invest my money?

At ING, we apply various environmental, ethical and social principles when investing money on behalf of ourselves and of our customers. In 2007, we launched a website to give interested stakeholders an overview of where ING stands on various sustainability issues, of how we have addressed ethical dilemmas in the past, and of the principles behind how we invest our customers' money. To find out more, please visit

[www.ingandyourmoney.com](http://www.ingandyourmoney.com) 



Thank you for taking the time to find out more about ING's approach to corporate responsibility. For a more detailed account of our sustainability performance and our targets for 2008, you are invited to read our CR Performance Report, which is available on our website [www.ing.com/cr](http://www.ing.com/cr). You are also welcome to contact us for more information by sending an e-mail to [corporate.responsibility@ing.com](mailto:corporate.responsibility@ing.com)

Education means opportunity. That is why our main charitable programme, ING Chances for Children, supports community organisations involved with children's education wherever we do business. As a UNICEF partner, we fund educational programmes in India, Ethiopia and Brazil.

# ING Chances for Children



From helping students with their homework to coaching school administrators on business know-how, ING employees in Amsterdam regularly donate their time at the Calvin Junior College, a secondary school predominantly attended by underprivileged youngsters.

For more information, please visit [www.ingchancesforchildren.com](http://www.ingchancesforchildren.com) ↻

## ING Corporate Responsibility Reporting 2007



### CR Brochure

The CR Brochure highlights our CR strategy, performance and several topics that were most important to our stakeholders and ING in 2007. Available in Dutch and English in print and as a PDF.

[www.ing.com/cr](http://www.ing.com/cr) ↻



### CR Performance Report

The CR Performance Report gives detailed information on ING's performance in the field of Corporate Responsibility in 2007. Available in English as a PDF.

[www.ing.com/cr](http://www.ing.com/cr) ↻



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