

A young girl in a lion costume and a woman with colorful hair. The girl is wearing a brown, textured lion costume with a large mane and a matching scarf. She has a surprised expression on her face. The woman has vibrant, multi-colored hair (green, blue, purple, yellow) and is wearing a blue and red patterned sweater. She is looking at the girl and has her hand near her mouth. The background shows green trees and a blue sky with clouds.

Our global disability and neuro-inclusion strategy at ING

We are currently working on updating this document in line with accessibility standards

Our vision for disability and neuro-inclusion aims to inspire change across the bank and beyond

Our vision

To create a culture and environment at ING where people with disabilities and neurodiverse conditions, and those that care for them, feel they belong and can reach their full potential. We are committed to removing barriers and providing everyone with the support they need to thrive.

Making our vision a reality

Our global disability and neuro-inclusion strategy aims to drive positive change for our people. However, we also want to improve the experiences of our customers and the lives of people in wider society. Our actions will reflect this.

This is all part of our [ING purpose](#) of promoting economic, social and environmental progress, and our 'Growing the difference' strategy. We want everyone to stay a step ahead in life and in business. We want to make the world a better place.



Our global disability and neuro-inclusion strategy will be activated across all the countries we operate in

Our strategy is made up of **four key focus areas**. These are designed to help us as an organisation, create a culture and environment where people with disabilities and those who care for them, feel like they can belong and thrive.

Leadership and culture

- We have **visible support and commitment from leadership** across all of our countries, including clear action plans for change.
- We are creating **a culture at ING where everyone feels confident** having conversations about disability, asking for support when they need it and advocating for others.

Talent

- We are **inclusive in our recruitment of people with disabilities**, providing everyone with the opportunity to make a difference in business and society in line with our purpose.
- We are making sure that **all our people and new talent can fully participate**, have equal access to opportunities and can develop and progress.

Accessibility

- We are committed to **universal design** and are continuously reviewing and improving our work environment, both from a physical, sensory and digital perspective.
- We have **policies and processes for adjustments in place**, should people need them, to ensure healthy working conditions for all.

Data and reporting

- We are **sensitively gathering disability data**, where possible, to better understand and support people at ING that have a disability and/or are carers.
- We are **meeting legal and regulatory requirements**, as required, and reporting progress internally and externally in line with industry standards.



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