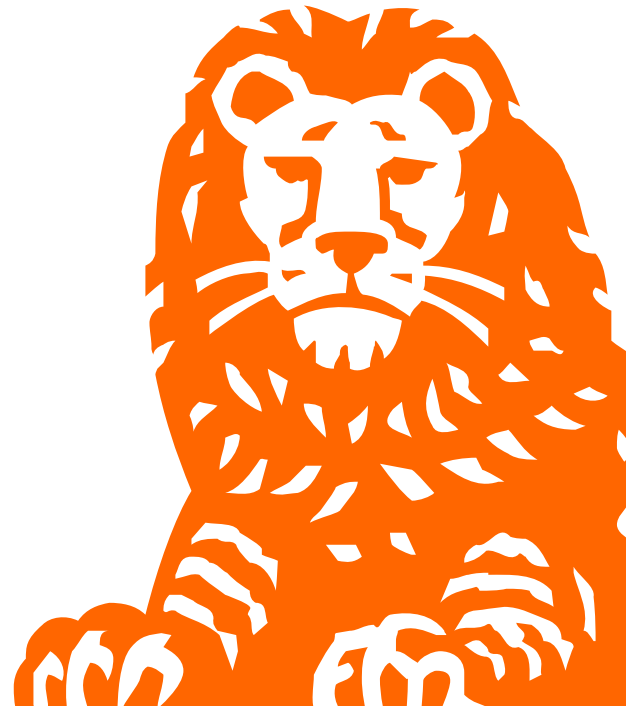


ING

Values



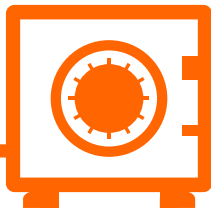
Integrity, above all

Our operations touch many lives:

customers, employees, shareholders, suppliers and society at large. Each individual within these groups can and should expect us to act with integrity. Balancing the rights and interests of all involved is key to our ongoing viability. To act in ways that can stand the test of time; to live up to the values we hold as true. By being explicit about our values, we tell the world this is how you can expect us to behave.

For us, success will only be achieved if we act with integrity. We will not ignore, tolerate or excuse behaviour that breaches our values. To do so would break the trust of society and the trust of the thousands of great colleagues who do the right thing to take this company forward every day.

Our Three Values



1

We are honest

We carefully weigh the impact of our actions and make decisions that are considerate of all involved. We give honest, clear and frank advice to our customers.

We respect the law and the rules we set for ourselves. We expect our customers and suppliers to do the same.

We tell the truth. We are open, which means we are honest about what we do while balancing the interests of all involved.



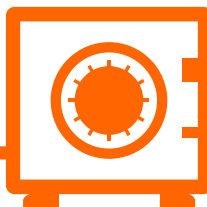
2

We are prudent

We deal with other people's money and financial information. Few things in life or business could be more important or more sensitive.

We put the customer's interests at the centre of all our activities. They can rightly expect their trust placed in us to be honored, meaning we care and have the right competence to manage their assets, interests and information.

We manage financial risks carefully and take such risks only if these risks have been properly assessed.



3

We are responsible

From the projects we finance to the lighting in our offices, we are mindful that every aspect of our business has social and environmental impact. We respect human rights and care for the environment, avoiding or managing impact. We engage with our customers to promote continuous improvement.

We encourage all forms of diversity, not just because it is the right thing to do, but because it is from different backgrounds and ways of thinking that new ideas spring forth.

We invest in our communities, support good causes, and encourage employees to participate in volunteer activities.



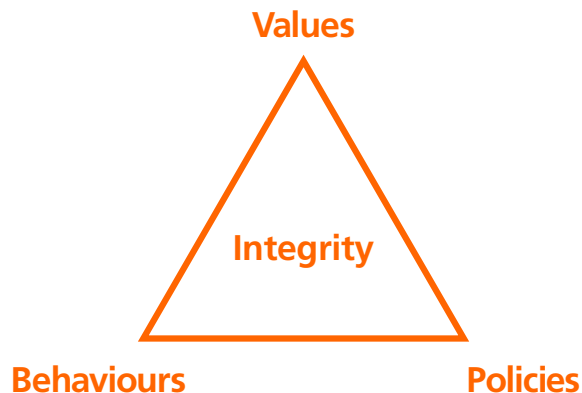
Where do these values fit in?

Over time, we will change and adapt to best serve the changing needs of our stakeholders. But there are some things that remain consistent.

Values: what guides our behaviour.

Behaviours: what we expect from each other to drive our purpose.

Policies: the rules that direct our business conduct.



FAQ

To whom do the ING Values apply?

To every single employee of ING.

How do we monitor the application of the ING Values?

The embedding of ING's Values is driven and monitored by Management Board Banking.

Do the ING Values cover every eventuality?

ING's Values give each employee a clear guide for determining how they should respond to any given situation. When in doubt, employees should consult their manager or local Compliance Officer.

ING Groep

Sustainability

E sustainability@ing.com