

# PROGRESS REPORT

## PRINCIPLES FOR SUSTAINABLE INSURANCE

JUNE 2013

In June 2012, ING joined thirty other leading insurance companies and became a founding signatory of the UN Principles for Sustainable Insurance. Through this document we aim to report on our progress in implementing the principles in our business operations. We do this by referring to ING's Sustainability Report 2012<sup>1</sup>, more in specific the progress report included in this report <sup>2</sup>.

The overview below provides a selection of examples from this progress report. From 2013 onwards, we will integrate our progress reporting in our annual sustainability report.

1. We will embed in our decision-making environmental, social and governance issues, relevant to our insurance business

<b>Goals</b>	<b>Progress 2012</b>
Offer insight, tools and programmes to improve consumers' financial decision making	We developed online and offline platforms for knowledge sharing and development (ING Sustainability Report, p. 28-34)
Maintain an up-to-date Environmental and Social Risk (ESR) policy framework	We reviewed our ESR policy framework, improved existing policies and implemented them in our customer due diligence process (ING Sustainability Report, p. 40-45)
As part of ING's separation process, we will develop a refined set of ambitions, goals and performance indicators – for both our banking and insurance business	The renewed frameworks for 2013-2016 will be included in the reporting cycle over the year 2013 (ING Sustainability Report, p. 18-21)

2. We will work together with clients and business partners to raise awareness of environmental, social and governance issues, manage risk and develop solutions

<b>Goals</b>	<b>Progress 2012</b>
Aim to increase our sustainable assets allocated	In 2012, we nearly doubled the sustainable assets allocated compared to 2011 (ING Sustainability Report, p. 45-52)
Manage our direct footprint and review our procurement process in order to create more sustainable practices	The total carbon emissions from our business operations decreased slightly compared to 2011. ING is implementing new procurement guidelines based on the UN Global Compact principles (ING Sustainability Report, p. 54-59)

<sup>1</sup> [www.ingforsomethingbetter.com/reporting](http://www.ingforsomethingbetter.com/reporting)

<sup>2</sup> ING Group Sustainability Report 2012, page 18-20

3. We will work together with governments, regulators and other key stakeholders to promote widespread action across society on environmental, social and governance issues

Goals	Progress 2012
Engage with stakeholders on general developments or more specific issues	During 2012 we entered into dialogue with various stakeholders on various topics. We also conducted research and published reports on sustainability topics (ING Sustainability Report, p. 22-27)
Promote sustainable finance amongst key stakeholders	We are an active member of various (inter)national networks. ING was appointed Chair of the Equator Principles Steering Committee. We aim to contribute to positive change as we support clients to seek improvement in ESG practices (ING Sustainability Report, p. 14, 45-53)
Strive to positively impact the lives of children and increase our employee participation in ING's community investments initiatives	Total funds raised in 2012 for UNICEF amounted to EUR 2.8 million. Since 2005 we reached more than 78,000 children. During the ING Global Challenge, the employee participation grade was almost 26% (ING Sustainability Report, p. 67-74)

4. We will demonstrate accountability and transparency in regularly disclosing publicly on our progress in implementing the principles

Goals	Progress 2012
Ensure public disclosure of our sustainability objectives, and the progress we make, in our annual reporting	ING published its Sustainability Report 2012 at the same time as its financial report. This document serves as a cross-reference to our Sustainability Report

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