

The ING Chances for Children programme (CfC) is company-wide and is aimed at providing funds for elementary education in Brazil, Ethiopia and India for a year through UNICEF. Its aim is to improve children's prospects by providing them with an education. At the beginning of 2007, the target was set to send 115,000 children to school. This figure equals the number of staff employed by ING worldwide, as we encourage each employee to sponsor one child financially. This initiative was received with enthusiasm and at the end of 2007 around 125,000 children could be sent to school for a year. ING supports the initiatives of its staff by doubling their donations and by giving them time off to work as volunteers.

Many employees like to contribute to society as volunteers. In addition to the CfC programme, ING has various programmes which involve staff in community initiatives. These initiatives go beyond providing time and expertise: they show commitment and support. Some examples of voluntary work are the building of houses in the Philippines, the cooperation with schools in the Netherlands, delivering meals to elderly people in the US and the collection of toys for orphans in Mexico.

ING's microfinance activities form another example: in India, for instance, ING Vysya Bank provides credit to poor people who cannot get a loan through ordinary financial institutions. This enables people to support their families and it has positive effects on the local economy. We cooperate with Oikocredit, one of the world's largest non-commercial microfinance institutions, and ING specialists are encouraged to provide their expertise and to work for local projects for a number of weeks.

Finally, ING cooperates closely with authorities and financial institutions to share knowledge in the financial field with countries that can make good use of our expertise; donations are given to various charities worldwide; in the Netherlands, ING is the main sponsor of the Rijksmuseum, the Royal Concertgebouw Orchestra and the Society for the Preservation of Nature; and business units throughout the company have started initiatives for their own communities.

### CONCLUSIONS AND AMBITIONS

ING will continue to develop its corporate responsibility strategy and to embed it even more within ING and in the behaviour of its employees. We aim at developing more sustainable products. New initiatives and developments in the area of CR will be updated regularly on our corporate website ([www.ing.com/cr](http://www.ing.com/cr)).

### MEASURING PERFORMANCE

ING has identified eight Key Performance Indicators (KPIs) for its CR reporting. These KPIs relate directly to the ING CR Strategy and are used by ING to measure CR performance within ING.

Key Performance Indicators <sup>(1)</sup>		
	Year-end 2007	Year-end 2006
<b>Equator Principles</b>		
Number of projects reviewed	85	46
<b>Sustainable assets under management</b> (in EUR million)	2,792	2,206
<b>Customer satisfaction index <sup>(2)</sup></b>	71,2%	n/a*
<b>Economic value generated</b> (in EUR million)		
Total assets	1,312,510	1,226,307
Capital and reserves	37,208	38,266
Total income	76,587	73,621
Profit before tax	11,043	9,940
Net profit	9,241	7,692
Personnel expenses: salaries	5,696	5,492
Personnel expenses: other	2,565	2,426
<b>Employee engagement index <sup>(3)</sup></b>	77%	n/a*
<b>Diversity</b>		
% of women in the international management council	10.2%	7.3%
<b>ING Chances for Children</b>		
Number of children provided with access to education	124,634	52,000
<b>Green energy</b>		
KWH (in thousands) of electricity purchased by ING that is derived from renewable resources	259,780	102,000

<sup>(1)</sup> The Audit Firm Ernst & Young has audited the 2007 KPIs and has reviewed the 2006 KPIs.

<sup>(2)</sup> Satisfaction scores are based on the American Customer Satisfaction Index (ACSI) methodology, adapted for the financial services market and based on a combination of questions related to overall satisfaction, customer delight and ideal provider. This score is not weighted by market.

<sup>(3)</sup> ING engagement index is the percentage of ING employees that have indicated that they are proud to work for ING. The research is done by Kenexa (April 2007).

\* n/a = not available.

AMSTERDAM, 17 MARCH 2008

THE EXECUTIVE BOARD