



Our global disability and neuro-inclusion strategy



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Our vision for disability and neuro-inclusion aims to inspire.



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

Leadership and culture

Talent

Accessibility

Data and reporting

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 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.

Accessibility

- 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.

Data and reporting

- 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.



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