

A woman with curly brown hair and glasses, wearing a light blue cardigan and a striped apron, is smiling warmly at a customer. She is standing behind a counter in what appears to be a shop or cafe. On the counter, there is a white payment terminal, a glass jar of nuts, a bottle of beer, and a stainless steel water bottle. In the background, there are wooden shelves with various jars and products. A customer's hand is visible in the foreground, interacting with the payment terminal.

Application of the Dutch Corporate Governance Code

by ING Groep N.V. in 2023

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Introduction

The revised Dutch Corporate Governance Code 2022 (**Code**) as drawn up by the Monitoring Committee Dutch Corporate Governance, was published on 20 December 2022. The Code consists of principles and best practice provisions regarding the corporate governance of Dutch listed companies and the associated accountability towards shareholders.

The Code was first adopted in 2003 and was amended in 2008, 2016 and 2022. Ongoing developments and overlaps with legislation were reasons to amend the Code. The Code has been updated in areas such as sustainable long-term value creation, diversity and inclusion, and the role of shareholders.

Dutch listed companies, including ING Groep N.V. (**ING Groep**), are required to comply with the principles and best practice provisions of the Code or to explain reasons for any deviation given their context.

ING Groep's application of the Code is based on the official [Dutch text](#) of the Code which is available on the internet site of the Monitoring Committee. The Monitoring Committee also provided an [unofficial English translation](#) of the Code on its website which is included in this booklet and can be found on the internet site of the Monitoring Committee.

This booklet, which will be updated annually, describes how ING Groep applies the revised Code. If applicable, it is indicated that and why it deviates from the Code. In the column "Source: www.ing.com" ING Groep only refers to a source that is publicly available.

ING Groep recognises that applying the Code's principles and best practices needs continuous attention.

1 Sustainable long-term value creation

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
<p>Principle 1.1 Sustainable long-term value creation</p> <p>The management board is responsible for the continuity of the company and its affiliated enterprise and for sustainable long-term value creation by the company and its affiliated enterprise. The management board takes into account the impact the actions of the company and its affiliated enterprise have on people and the environment and to that end weighs the stakeholder interests that are relevant in this context. The supervisory board monitors the management board in this regard.</p>	<p>ING Groep applies this principle.</p>	<ul style="list-style-type: none"> Articles 9.2 and 10.a Management Board Charter Articles 4.2.j, 7.2.b., 8.1.a-b Supervisory Board Charter Section 'How we are making the difference' in the Annual Report 2023 Section 'Sustainability at the heart' in the Annual Report 2023 Chapter 'ESG overview' in the Annual Report 2023
<p>1.1.1 Strategy for sustainable long-term value creation</p> <p>The management board should develop a view on sustainable long-term value creation by the company and its affiliated enterprise and formulate a strategy in line with this. The management board should formulate specific objectives in this regard. Depending on market dynamics, it may be necessary to make short-term adjustments to the strategy.</p> <p>When developing the strategy, attention should in any event be paid to the following:</p> <ol style="list-style-type: none"> the strategy's implementation and feasibility; the business model applied by the company and the market in which the company and its affiliated enterprise operate; opportunities and risks for the company; the company's operational and financial goals and their impact on its future position in relevant markets; the interests of the stakeholders; the impact of the company and its affiliated enterprise in the field of sustainability, including the effects on people and the environment; paying a fair share of tax to the countries in which the company operates; and the impact of new technologies and changing business models. 	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Articles 9.2 and 10.a-b Management Board Charter Chapter 'Strategy and performance' in the Annual Report 2023 Section 'How we are making the difference' in the Annual Report 2023 Section 'Superior customer experience' in the Annual Report 2023 Section 'Sustainability at the heart' in the Annual Report 2023 Webpage 'Compliance' on ing.com
<p>1.1.2 Involvement of the supervisory board</p> <p>The management board should engage the supervisory board early on in formulating the strategy for realising sustainable long-term value creation. The management board accounts to the supervisory board for the strategy and the explanatory notes to that strategy.</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> 15.1 in conjunction with Annex 2a sub a Management Board Charter Article 8.1.a-b Supervisory Board Charter Section 'Supervisory Board report' in the Annual Report 2023
<p>1.1.3 Role of the supervisory board</p> <p>The supervisory board should supervise the manner in which the management board implements the strategy for sustainable long-term value creation. The supervisory board should regularly discuss the strategy, the implementation of the strategy and the principal risks associated with it. In the report drawn up by the supervisory board, an account is given of its involvement in the establishment of the strategy, and the way in which it monitors its implementation.</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Article 8.1.a-b Supervisory Board Charter Section 'Supervisory Board report' in the Annual Report 2023
<p>1.1.4 Reporting by the management board</p> <p>In the management report, the management board should give a more detailed explanation of its view on sustainable long-term value creation and the strategy to realise this and describe the contributions made to sustainable long-term value creation in the past financial year. In addition, it describes the formulated objectives, what effects the company's products, services and activities have had on people and the environment, how the interests of stakeholders have been considered, what action has been taken in that context and the extent to which the set objectives have been attained. The management board should report on both the short-term and long-term developments.</p> <p>The second sentence of this best practice provision is not applicable if the company reports in accordance with the requirements laid down in Dutch legislation pursuant to the Corporate Sustainability Reporting Directive1 (CSRD) or comparable standards applicable to the company in respect of its listing outside the Netherlands.</p>	<p>ING Groep deviates from this best practice provision.</p> <p>For FY 2023, in its management report, ING Groep will comply with the Non-Financial Reporting Directive and reporting based on Global Reporting Initiative (GRI) Standards. In accordance with GRI, the management board report 2023 describes the materiality assessment and reports on the material topics that represents ING's impact on economy, people and environment.</p>	<ul style="list-style-type: none"> Section 'How we are making the difference' in the Annual Report 2023 Section 'Strategy' in the Annual Report 2023 Section 'How we create value' in the Annual Report 2023 Chapter 'ESG overview' in the Annual Report 2023

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	ING Groep is in the process of realizing compliance with CSRD for FY 2024, as legally required.	
<p>1.1.5 Dialogue with stakeholders</p> <p>To ensure that the interests of the relevant stakeholders of the company are considered when the sustainability aspects of the strategy are determined, the company should draw up an outline policy for effective dialogue with those stakeholders. The relevant stakeholders and the company should be prepared to engage in a dialogue. The company should facilitate this dialogue unless, in the opinion of the management board, this is not in the interests of the company and its affiliated enterprise. The company should publish the policy on its website.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Section 'the world around us' in the Annual Report 2023 Webpage 'How we engage' on ing.com Webpage 'Stakeholder engagement and dialogue' on ing.com
<p>Principle 1.2 Risk management</p> <p>The company should have adequate internal risk management and control systems in place. The management board is responsible for identifying and managing the risks associated with the company's strategy and activities.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Articles 6.1.c, 7, 10.a, 10.c and 10.d-f Management Board Charter Chapter 'Risk management' the Annual Report 2023
<p>1.2.1 Risk assessment</p> <p>The management board should identify and analyse the risks associated with the strategy and activities of the company and its affiliated enterprise. The identification and analysis should cover in any case the strategic, operational, compliance and reporting risks. The management board is responsible for establishing the risk appetite, and also the measures that are put in place in order to counter the risks being taken.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 7, 10.a, 10.c, 10.d-f and 15.1 in conjunctions with Annex 2a sub c Management Board Charter Chapter 'Risk management' in the Annual Report 2023
<p>1.2.2 Implementation</p> <p>Based on the risk assessment, as referred to in best practice provision 1.2.1, the management board should design, implement and maintain adequate internal risk management and control systems. To the extent relevant, these systems should be integrated into the work processes within the company and its affiliated enterprise, and should be familiar to those whose work they are relevant to.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 6.1.c, 7, 10.a, 10.c, and 10.d-f Management Board Charter Chapter 'Risk management' in the Annual Report 2023
<p>1.2.3 Monitoring of design and operation</p> <p>The management board should monitor the design and operation of the internal risk management and control systems and should carry out a systematic assessment of their design and operation at least once a year. Attention should be paid to observed weaknesses, instances of misconduct and irregularities, indications from whistleblowers, lessons learned and findings from the internal audit function and the external auditor. Where necessary, improvements should be made to internal risk management and control systems.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 6.1.c, 7, 10.a, 10.c and 10.d-f Management Board Charter Whistleblower Policy Paragraph 'whistleblower' of section Governance in the Annual Report 2023
<p>Principle 1.3 Internal audit function</p> <p>The task of the internal audit function is to assess the design and the operation of the internal risk management and control systems. The management board is responsible for the internal audit function. The supervisory board oversees the internal audit function and maintains regular contact with the person fulfilling this function.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Articles 5.2 and 11.2 Management Board Charter Article 16.1 Supervisory Board Charter Article 1.1 Corporate Audit Services (CAS) Internal Audit Charter Article 1.6.d Audit Committee Charter
<p>1.3.1 Appointment and dismissal</p> <p>The management board both appoints and dismisses the senior internal auditor. Both the appointment and the dismissal of the senior internal auditor should be submitted to the supervisory board for approval, along with the recommendation of the audit committee.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 11.2 Management Board Charter Article 16.1 Supervisory Board Charter Article 2.1 Corporate Audit Services (CAS) Internal Audit Charter Article 1.6.d Audit Committee Charter
<p>1.3.2 Assessment of the internal audit function</p> <p>The management board should assess annually the way in which the internal audit function fulfils its responsibility, after consultation with the audit committee. An independent third party should assess the performance of the internal audit function at least every five years.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 11.2. Management Board Charter Article 16.1. Supervisory Board Charter Articles 2.1 and 2.2 Corporate Audit Services (CAS) Internal Audit Charter Article 1.6.c Audit Committee Charter Paragraph 'Audit Committee' of section 'Supervisory Board report' in the Annual Report 2023
<p>1.3.3 Internal audit plan</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 11.2 Management Board Charter Article 16.1 Supervisory Board Charter

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The internal audit function should draw up an audit plan after consultation with the management board, the audit committee and the external auditor. The audit plan should be submitted to the management board and then to the supervisory board for approval. In this internal audit plan, attention should be paid to the interaction with the external auditor.		<ul style="list-style-type: none"> Article 2.2 Corporate Audit Services (CAS) Internal Audit Charter Article 1.6.b Audit Committee Charter Paragraph 'Audit Committee' of section 'Supervisory Board report' in the Annual Report 2023
<p>1.3.4 Performance of work</p> <p>The internal audit function should have sufficient resources to execute the internal audit plan and have access to information that is important for the performance of its work. The internal audit function should have direct access to the audit committee and the external auditor. Records should be kept of how the audit committee is informed by the internal audit function.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 11.2 Management Board Charter Article 16.1 Supervisory Board Charter Articles 2.1, 2.2, 3.1 and 3.2 Corporate Audit Services (CAS) Internal Audit Charter Article 1.6.b Audit Committee Charter Paragraph 'Audit Committee' of section 'Supervisory Board report' in the Annual Report 2023
<p>1.3.5 Reports of findings</p> <p>The internal audit function should report the audit results to the management board and the audit committee, and inform the external auditor. The findings of the internal audit function should, at least, include the following:</p> <ol style="list-style-type: none"> any flaws in the effectiveness of the internal risk management and control systems; any findings and observations with a material impact on the risk profile of the company and its affiliated enterprise; and any failings in the follow-up of recommendations made by the internal audit function. <p>The internal audit function should report hierarchically to a member of the management board, preferably to the CEO.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 1.3 and 2.2 Corporate Audit Services (CAS) Internal Audit Charter Paragraph 'Audit Committee' of section 'Supervisory Board report' in the Annual Report 2023
<p>1.3.6 Absence of an internal audit department</p> <p>If there is no separate department for the internal audit function, the supervisory board will assess annually whether adequate alternative measures have been taken, partly on the basis of a recommendation issued by the audit committee, and will consider whether it is necessary to establish an internal audit department. The supervisory board should include the conclusions, along with any resulting recommendations and alternative measures, in the report of the supervisory board.</p>	<p>This best practice provision is not applicable to ING Groep.</p> <p>ING Groep has an internal audit department.</p>	Not applicable
<p>Principle 1.4 Risk management accountability</p> <p>The management board should render account of the effectiveness of the design and the operation of the internal risk management and control systems.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Articles 6.1.c, 7, 10.a, 10.c, 10.d-f, and 15.2 in conjunction with Annex 2b under a Management Board Charter
<p>1.4.1 Accountability to the supervisory board</p> <p>The management board should discuss the effectiveness of the design and operation of the internal risk management and control systems referred to in best practice provisions 1.2.1 to 1.2.3 inclusive with the audit committee, and render account of this to the supervisory board.</p>	<p>ING Groep applies this best practice provision.</p> <p>In the context of the strengthening of ING Groep's risk organisation, the Supervisory Board has a separate Risk Committee. This Risk Committee has, insofar permitted by law, taken over the tasks of the Audit Committee with respect to risks and risk management, which enables the Audit Committee and the Risk Committee to focus on their own areas of interest. By doing so, financial reporting as well as risk-related topics receive more scrutiny. The above contributes to good, or even better, corporate governance. This is confirmed by the fact that establishing a separate Risk Committee has become a best practice for</p>	<ul style="list-style-type: none"> Articles 6.1.c, 7, 10.a, 10.c, 10.d-f and 15.2 in conjunction with Annex 2b under a Management Board Charter Article 8.1.b-c Supervisory Board Charter Article 1.3 Audit Committee Charter Articles 1.2.f and 1.2.l Risk Committee Charter Chapter 'Risk management' in the Annual Report 2023

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	financial institutions (Dutch Banking Code) and a legal obligation for banks (Capital Requirements Directive), respectively.	
<p>1.4.2 Reporting on risk management</p> <p>In the management report, the management board should render account of:</p> <ol style="list-style-type: none"> i. the execution of the risk assessment, with a description of the principal risks facing the company in relation to its risk appetite, as referred to in best practice provision 1.2.1; ii. the design and operation of the internal risk management and control systems during the past financial year; iii. any major failings in the internal risk management and control systems which have been observed in the financial year, any significant changes made to these systems and any major improvements planned, along with a confirmation that these issues have been discussed with the audit committee and the supervisory board; and iv. the sensitivity of the results of the company to material changes in external factors. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Section 'Executive Board statement' in the Annual Report 2023
<p>1.4.3 Statement by the management board</p> <p>The management board should state in the management report, with clear substantiation, that:</p> <ol style="list-style-type: none"> i. the report provides sufficient insights into any failings in the effectiveness of the internal risk management and control systems with regard to the risks as referred to in best practice provision 1.2.1; ii. the aforementioned systems provide reasonable assurance that the financial reporting does not contain any material inaccuracies; iii. based on the current state of affairs, it is justified that the financial reporting is prepared on a going concern basis; and iv. the report states those material risks, as referred to in best practice provision 1.2.1, and uncertainties, to the extent that they are relevant to the expectation of the company's continuity for the period of twelve months after the preparation of the report. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Section 'Executive Board statement' in Annual Report 2023
<p>Principle 1.5 Role of the supervisory board</p> <p>The supervisory board should supervise the policies carried out by the management board and the general affairs of the company and its affiliated enterprise. In so doing, the supervisory board should also focus on the effectiveness of the company's internal risk management and control systems and the integrity and quality of the financial and sustainability reporting.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Articles 7.1, 8.1.b.(iii) and 14.1.b Supervisory Board Charter • Article 1.3 Audit Committee Charter • Article 1.2.f Risk Committee Charter
<p>1.5.1 Duties and responsibilities of the audit committee</p> <p>The audit committee undertakes preparatory work for the supervisory board's decision-making regarding the supervision of the integrity and quality of the company's financial and sustainability reporting and the effectiveness of the company's internal risk management and control systems, as referred to in best practice provisions 1.2.1 to 1.2.3 inclusive. It focuses among other things on the supervision of the management board with regard to:</p> <ol style="list-style-type: none"> i. relations with, and compliance with, recommendations and follow-up of comments by the internal and external auditors and any other external party involved in auditing the sustainability reporting; ii. the funding of the company; and iii. the company's tax policy. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 14.1.a Supervisory Board Charter • Articles 1.1, 1.2, 1.3, 1.4, 1.7, 1.9 and 2.3 Audit Committee Charter • Articles 1.1, 1.2.d and 2.3 Risk Committee Charter
<p>1.5.2 Attendance of the management board, internal auditor and external auditor at audit committee consultations</p> <p>The chief financial officer, the internal auditor and the external auditor should attend the audit committee meetings, unless the audit committee determines otherwise. The audit committee should decide whether and, if so, when the chairman of the management board should attend its meetings.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 3.2 Audit Committee Charter
<p>1.5.3 Audit committee report</p> <p>The audit committee should report to the supervisory board on its deliberations and findings. This report must, at least, include the following information:</p> <ol style="list-style-type: none"> i. the methods used to assess the effectiveness of the design and operation of the internal risk management and control systems referred to in best practice provisions 1.2.1 to 1.2.3 inclusive; 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 1.2, 1.6, 2.1 and 2.3 Audit Committee Charter • Articles 1.2.d-f, 1.2.l, 2.1 and 2.3 Risk Committee Charter

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<ul style="list-style-type: none"> ii. the methods used to assess the effectiveness of the internal and external audit processes; iii. material considerations concerning financial and sustainability reporting; and iv. the way material risks and uncertainties, referred to in best practice provisions 1.4.2 and 1.4.3, have been analysed and discussed, along with a description of the most important findings of the audit committee. 		
<p>1.5.4 Supervisory board The supervisory board should discuss the items reported on by the audit committee on the basis of best practice provision 1.5.3.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 3.1, 3.3, 15.1.e and 16.1.a Supervisory Board Charter • Articles 1.1 and 1.2 Audit Committee Charter • Article 1.2. Risk Committee Charter
<p>Principle 1.6 Appointment and assessment of the functioning of the external auditor The supervisory board should submit the nomination for the appointment of the external auditor to the general meeting, and should supervise the external auditor's functioning.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Article 15.1.a Supervisory Board Charter
<p>1.6.1 Functioning and appointment The audit committee should report annually to the supervisory board on the functioning of, and the developments in, the relationship with the external auditor. The audit committee should advise the supervisory board regarding the external auditor's nomination for appointment/reappointment or dismissal and should prepare the selection of the external auditor. The audit committee should give due consideration to the management board's observations during the aforementioned work. Also on this basis, the supervisory board should determine its nomination for the appointment of the external auditor to the general meeting.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 11.3.a-c Management Board Charter • Article 15.1. Supervisory Board Charter • Articles 1.5, 1.5.d and 1.5.e Audit Committee Charter
<p>1.6.2 Informing the external auditor about its functioning The supervisory board should give the external auditor a general idea of the content of the reports relating to its functioning.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 15.1.f Supervisory Board Charter
<p>1.6.3 Engagement The audit committee should submit a proposal to the supervisory board for the external auditor's engagement to audit the annual accounts. The management board should play a facilitating role in this process. In formulating the terms of engagement, attention should be paid to the scope of the audit, the materiality to be applied and remuneration for the audit. The supervisory board should resolve on the engagement.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 11.3.a-d Management Board Charter • Article 15.1.b Supervisory Board Charter • Article 1.5 Audit Committee Charter
<p>1.6.4 Accountability The main conclusions of the supervisory board regarding the external auditor's nomination and the outcomes of the external auditor selection process should be communicated to the general meeting.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 15.1 Supervisory Board Charter
<p>1.6.5 Departure of the external auditor The company should publish a press release in the event of the early termination of the relationship with the external audit firm. The press release should explain the reasons for this early termination.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 13.3.b Management Board Charter
<p>Principle 1.7 Performance of the external auditor's work The audit committee and the external auditor should discuss the audit plan and the findings of the external auditor based on the work the external auditor has undertaken. The management board and the supervisory board should maintain regular contact with the external auditor.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Article 15.1.f Supervisory Board Charter • Article 1.5 Audit Committee Charter
<p>1.7.1 Provision of information to the external auditor The management board should ensure that the external auditor will receive all information that is necessary for the performance of his work in a timely fashion. The management board should give the external auditor the opportunity to respond to the information that has been provided.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 11.1 Management Board Charter
<p>1.7.2 Audit plan and external auditor's findings The external auditor should discuss the draft audit plan with the management board before presenting it to the audit committee. The audit committee should discuss annually with the external auditor:</p> <ul style="list-style-type: none"> i. the scope and materiality of the audit plan and the principal risks of the annual reporting identified by the external auditor in the audit plan; and 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 11.3.d Management Board Charter • Article 1.5.f Audit Committee Charter

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ii. based also on the documents from which the audit plan was developed, the findings and outcomes of the audit work on the annual accounts and the management letter.		
1.7.3 Publication of financial reports The audit committee should determine whether and, if so, how the external auditor should be involved in the content and publication of financial reports other than the annual accounts.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 1.5.g Audit Committee Charter
1.7.4 Consultations with the external auditor outside the management board's presence The audit committee should meet with the external auditor as often as it considers necessary, but at least once per year, without the presence of the management board.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 1.12.b and 3.1 Audit Committee Charter
1.7.5 Examination of discussion points arising between the external auditor and the management board The supervisory board should be permitted to examine the most important points of discussion arising between the external auditor and the management board based on the draft management letter or the draft audit report.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 14.4.a-c Supervisory Board Charter
1.7.6 External auditor's attendance of supervisory board meetings The external auditor should in any event attend the meeting of the supervisory board at which the report of the external auditor on the audit of the annual accounts is discussed.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 14.4.a Supervisory Board Charter

2 Effective management and supervision

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<p>Principle 2.1 Composition and size</p> <p>The management board, the supervisory board and the executive committee (if any) should be composed in such a way as to ensure a degree of diversity appropriate to the company with regard to expertise, experience, competencies, other personal qualities, sex or gender identity, age, nationality and cultural or other background.</p>	<p>ING Groep applies this principle.</p>	<ul style="list-style-type: none"> Article 3 Profile of the Executive Board Article 3 Profile of the Supervisory Board Section 'Corporate governance' in the Annual Report 2023 Section 'Our leadership' in the Annual Report 2023
<p>2.1.1 Profile</p> <p>The supervisory board should prepare a profile, taking account of the nature and the activities of the enterprise affiliated with the company. The profile should address:</p> <ol style="list-style-type: none"> the desired expertise and background of the supervisory board members; the desired diverse composition of the supervisory board, referred to in best practice provision 2.1.5; the size of the supervisory board; and the independence of the supervisory board members. <p>The profile should be posted on the company's website.</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Article 3 Profile of the Supervisory Board Article 1 Supervisory Board Charter Section 'Supervisory Board report' in the Annual Report 2023 Section 'Corporate governance' in the Annual Report 2023
<p>2.1.2 Personal information</p> <p>The following information about each supervisory board member should be included in the report of the supervisory board:</p> <ol style="list-style-type: none"> sex or, if desired by the person concerned, gender identity; age; nationality; principal position (if appropriate); other positions, insofar as they are relevant to the performance of the duties of the supervisory board member; date of initial appointment; and current term of office. 	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Section 'Supervisory Board report' in the Annual Report 2023 Section 'Corporate governance' in the Annual Report 2023
<p>2.1.3 Executive committee</p> <p>If the management board works with an executive committee, the management board should take account of the checks and balances that are part of the two-tier system. This means, among other things, that the management board's expertise and responsibilities are safeguarded and the supervisory board is informed adequately. The supervisory board should supervise this while paying specific attention to the dynamics and the relationship between the management board and the executive committee.</p> <p>In the management report, account should be rendered of:</p> <ol style="list-style-type: none"> the choice to work with an executive committee; the role, duty and composition of the executive committee; and how the contacts between the supervisory board and the executive committee have been given shape. 	<p>This best practice provision is not applicable to ING Groep.</p> <p>ING Groep does not have an executive committee.</p>	<p>Not applicable</p>
<p>2.1.4 Expertise</p> <p>Each supervisory board member and each management board member should have the specific expertise required for the fulfilment of his duties. Each supervisory board member should be capable of assessing the broad outline of the overall management.</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Article 1 Supervisory Board Charter Article 2 Profile of the Executive Board Article 2 Profile of the Supervisory Board

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<p>2.1.5 Policy on Diversity and Inclusion (D&I policy) The company should have a D&I policy for the enterprise. The D&I policy should in any case set specific, appropriate and ambitious targets in order to achieve a good balance in gender diversity and the other D&I aspects of relevance to the company with regard to the composition of the management board, the supervisory board, the executive committee (if any) and a category of employees in managerial positions (“senior management”) to be determined by the management board.</p> <p>The supervisory board adopt the D&I policy for the composition of the management board and the supervisory board. The management board should adopt the D&I policy for the executive committee (if applicable), the senior management and for the rest of the workforce with the prior approval of the supervisory board.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Paragraph ‘Diversity and competence matrix’ of section ‘Supervisory Board report’ in the Annual Report 2023 Articles 3.3 and 3.4 Profile of the Executive Board Articles 3.4 and 3.5 Profile of the Supervisory Board Article 15.1 in conjunction with Annex 2a, sub b Management Board Charter Article 8.8 Supervisory Board Charter Annex 6, sub b Supervisory Board Charter Webpage ‘Diversity, inclusion and belonging’ on ING.com (which includes the Global D&I policy) Section ‘Social’ in the Annual Report 2023
<p>2.1.6 Reporting on the D&I policy The corporate governance statement should explain the D&I policy and the way that it is implemented in practice, addressing:</p> <ol style="list-style-type: none"> the goals of the D&I policy; the plan to achieve the goals of the D&I policy; the results of the D&I policy in the past financial year and – where relevant and applicable – insight into the inflow, progression and retention of employees; and the gender composition of the management board, the supervisory board, the executive committee (if any) and senior management at the end of the past financial year. <p>If one or more goals for the composition of the management board, the supervisory board, the executive committee (if any) and/or senior management are not achieved, an explanation of the reasons should be included in the corporate governance statement, along with an explanation as to which measures are being taken to attain the goals, and by when this is likely to be achieved.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Section ‘Social’ in the Annual Report 2023
<p>2.1.7 Independence of the supervisory board The composition of the supervisory board is such that the members are able to operate independently and critically vis-à-vis one another, the management board, and any particular interests involved.</p> <p>In order to safeguard its independence, the supervisory board is composed in accordance with the following criteria:</p> <ol style="list-style-type: none"> any one of the criteria referred to in best practice provision 2.1.8, sections i. to v. inclusive should be applicable to at most one supervisory board member; the total number of supervisory board members to whom the criteria referred to in best practice provision 2.1.8 are applicable should account for less than half of the total number of supervisory board members; and for each shareholder or group of affiliated shareholders directly or indirectly holding more than 10 per cent of the shares in the company, there is at most one supervisory board member who can be considered to be affiliated with or representing them as stipulated in best practice provision 2.1.8, sections vi and vii. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 1.1.c, 1.1.h and 6.2 Supervisory Board Charter Articles 2.3 and 2.6 of the Profile of the Supervisory Board Section ‘Corporate governance’ in the Annual Report 2023
<p>2.1.8 Independence of supervisory board members Supervisory board members are not independent if they or their spouse, registered partner or life companion, foster child or relative by blood or marriage up to the second degree:</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 1.1.h Supervisory Board Charter Article 3.6 Profile of the Supervisory Board Section ‘Corporate governance’ in the Annual Report 2023

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<ul style="list-style-type: none"> i. has been an employee or member of the management board of the company or an issuing institution associated with the company as referred to in Section 5:48 of the Financial Supervision Act (Wet op het financieel toezicht, Wft) in the five years prior to the appointment; ii. receives personal financial compensation from the company, or an entity associated with it, other than the compensation received for the work performed as a supervisory board member and insofar as this is not in keeping with the normal course of business; iii. has had an important business relationship with the company or an entity associated with it in the year prior to the appointment. This includes in any event the case where the supervisory board member, or the firm of which he is a shareholder, partner, associate or advisor, has acted as advisor to the company (consultant, external auditor, civil notary or lawyer) and the case where the supervisory board member has been a management board member or an employee of a bank with which the company has a lasting and significant relationship; iv. is a member of the management board of a company in which a member of the management board of the company which he supervises is a supervisory board member; v. has temporarily performed management duties during the previous twelve months in the absence or incapacity of management board members; vi. has a shareholding in the company of at least 10 per cent, taking into account the shareholding of natural persons or legal entities collaborating with him on the basis of an express or tacit verbal or written agreement; vii. is a member of the management board or supervisory board – or is a representative in some other way – of a legal entity which directly or indirectly holds at least 10 per cent of the shares in the company, unless the entity is a group company. 		
<p>2.1.9 Independence of the chairman of the supervisory board The chairman of the supervisory board should not be a former member of the management board of the company and should be independent within the meaning of best practice provision 2.1.8.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 3.6 Profile of the Supervisory Board
<p>2.1.10 Accountability regarding supervisory board member independence The report of the supervisory board should state that, in the opinion of the supervisory board, the independence requirements referred to in best practice provisions 2.1.7 to 2.1.9 inclusive have been fulfilled and, if applicable, should also state which supervisory board member (or members), if any, it does not consider to be independent.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Section ‘Supervisory Board report’ in the Annual Report 2023
<p>Principle 2.2 Appointment, succession and evaluation The supervisory board should ensure that a formal and transparent procedure is in place for the appointment and reappointment of management board and supervisory board members, as well as a sound plan for the succession of management board and supervisory board members, in accordance with the D&I policy. The functioning of the management board and the supervisory board as a collective and the functioning of individual members should be evaluated on a regular basis.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Article 3 Profile of the Executive Board • Article 3 Profile of the Supervisory Board • Articles 1.2, 1.5, 2.4, 4.2.h, 8.7, 11.4 and 11.5 Supervisory Board Charter • Article 2.2 Management Board Charter • Articles 1.2, 1.3 and 1.4.b Nomination and Corporate Governance Committee Charter • Section ‘Corporate governance’ in the Annual Report 2023
<p>2.2.1 Appointment and reappointment periods – management board members A management board member is appointed for a maximum period of four years. A member may be reappointed for a term of not more than four years at a time, which reappointment should be prepared in a timely fashion. The D&I objectives from best practice provision 2.1.5 should be considered in the preparation of the appointment or reappointment.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 2.2 Management Board Charter • Article 3.4 Profile Executive Board • Articles 1.2 and 1.3 Nomination and Corporate Governance Committee Charter • Section ‘Corporate governance’ in the Annual Report 2023

2.2.2 Appointment and reappointment periods – supervisory board members

A supervisory board member is appointed for a period of four years and may then be reappointed once for another four-year period. The supervisory board member may then be reappointed again for a period of two years, which appointment may be extended by at most two years. In the event of reappointment after an eight-year period, reasons should be given in the report of the supervisory board. At any appointment or reappointment, the profile referred to in best practice provision 2.1.1 should be observed.

ING Groep applies this best practice provision.

- Webpage '[Annual General Meeting of ING Groep N.V.](#)' on ing.com
- Article 3.3 [Profile Supervisory Board](#)
- Articles 2.1 and 2.2 [Supervisory Board Charter](#)
- Articles 1.2 and 1.3 [Nomination and Corporate Governance Committee Charter](#)
- Section 'Corporate governance' in the [Annual Report 2023](#)
- [Supervisory Board Retirement schedule](#)

2.2.3 Early retirement

A member of the supervisory board or the management board should retire early in the event of inadequate performance, structural incompatibility of interests, and in other instances in which this is deemed necessary by the supervisory board. In the event of the early retirement of a member of the management board or the supervisory board, the company should issue a press release mentioning the reasons for the departure.

ING Groep applies this best practice provision.

- Articles 2.3 and 13.3.a and c [Management Board Charter](#)
- Articles 2.5 and 11.1.a.ii [Supervisory Board Charter](#)
- Article 1.3.a [Nomination and Corporate Governance Committee Charter](#)

2.2.4 Succession

The supervisory board should ensure that the company has a sound plan in place for the succession of management board and supervisory board members that is aimed at retaining the balance in the requisite expertise, experience and diversity. Due regard should be given to the profile referred to in best practice provision 2.1.1 in drawing up the plan for supervisory board members. The supervisory board should also draw up a retirement schedule in order to avoid, as much as possible, supervisory board members retiring simultaneously. The retirement schedule should be published on the company's website.

ING Groep applies this best practice provision.

- Articles 2.1, 2.2 and 11.5 [Supervisory Board Charter](#)
- Articles 1.2.g and 1.3 [Nomination and Corporate Governance Committee Charter](#)
- [Supervisory Board Retirement schedule](#)

2.2.5 Duties of the selection and appointment committee

The selection and appointment committee should prepare the supervisory board's decision-making and report to the supervisory board on its deliberations and findings.

ING Groep applies this best practice provision.

- Article 1 [Nomination and Corporate Governance Committee Charter](#)
- Articles 11.1.a and 12.1 [Supervisory Board Charter](#)

The selection and appointment committee should in any event focus on:

- drawing up selection criteria and appointment procedures for management board members and supervisory board members;
- periodically assessing the size and composition of the management board and the supervisory board, and making a proposal for a composition profile of the supervisory board;
- periodically assessing the functioning of individual management board members and supervisory board members, and reporting on this to the supervisory board;
- drawing up a plan for the succession of management board members and supervisory board members;
- making proposals for appointments and reappointments; and
- supervising the policy of the management board regarding the selection criteria and appointment procedures for senior management.

2.2.6 Evaluation by the supervisory board

At least once per year, outside the presence of the management board, the supervisory board should evaluate its own functioning, the functioning of the various committees of the supervisory board and of the individual supervisory board members, and discuss the conclusions of this evaluation. In doing so, attention should be paid to:

- substantive aspects, conduct and culture, the mutual interaction and collaboration, and the interaction with the management board;
- events that occurred in practice from which lessons may be learned; and

ING Groep applies this best practice provision.

- Articles 1.2 and 4.2.i [Supervisory Board Charter](#)

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<p>iii. the desired profile, composition, competencies and expertise of the supervisory board.</p> <p>The evaluation should take place periodically under the supervision of an external expert.</p>		
<p>2.2.7 Evaluation of the management board At least once per year, outside the presence of the management board, the supervisory board should evaluate both the functioning of the management board as a whole and that of the individual management board members, and should discuss the conclusions that must be attached to the evaluation, also in light of the succession of management board members. At least once annually, the management board should also evaluate its own functioning as a whole and that of the individual management board members.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 5.2.h Management Board Charter Articles 4.2.i, 11.4 and 11.5 Supervisory Board Charter
<p>2.2.8 Evaluation accountability The supervisory board's report should state:</p> <ol style="list-style-type: none"> how the evaluation of the supervisory board, the various committees and the individual supervisory board members has been carried out; how the evaluation of the management board and the individual management board members has been carried out; the main findings and conclusions of evaluations; and what has been or will be done with the conclusions from the evaluations. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 14.3 Supervisory Board Charter Section 'Supervisory Board report' in Annual Report 2023
<p>Principle 2.3 Organisation of the supervisory board and reports The supervisory board should ensure that it functions effectively. The supervisory board should establish committees to prepare the supervisory board's decision-making. The foregoing does not affect the responsibility of the supervisory board as an organ and of the individual members of the supervisory board for obtaining information and forming an independent opinion.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Articles 1.1.c, 3, 7.3 and 9.2 Supervisory Board Charter
<p>2.3.1 Supervisory board's terms of reference The division of duties within the supervisory board and the procedures of the supervisory board should be laid down in terms of reference. The supervisory board's terms of reference should include a paragraph dealing with its relations with the management board, the general meeting, the employee participation body (if any) and the executive committee (if any). The terms of reference should be posted on the company's website.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Supervisory Board Charter
<p>2.3.2 Establishment of committees If the supervisory board consists of more than four members, it should appoint from among its members an audit committee, a remuneration committee and a selection and appointment committee. Without prejudice to the collegiate responsibility of the supervisory board, the duty of these committees is to prepare the decision-making of the supervisory board. If the supervisory board decides not to establish an audit committee, a remuneration committee or a selection and appointment committee, the best practice provisions applicable to such committees should apply to the entire supervisory board.</p>	<p>ING Groep applies this best practice provision.</p> <p>The Supervisory Board consists of more than four members and therefore relevant committees are installed.</p>	<ul style="list-style-type: none"> Article 3 Supervisory Board Charter Article 1 of each Supervisory Board Committee Charter
<p>2.3.3 Committees' terms of reference The supervisory board should draw up terms of reference for the audit committee, the remuneration committee and the selection and appointment committee. The terms of reference should indicate the role and responsibility of the committee concerned, its composition and the manner in which it discharges its duties. The terms of reference should be posted on the company's website.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 3 Supervisory Board Charter Annex 2-5 Supervisory Board Charter
<p>2.3.4 Composition of the committees The audit committee or the remuneration committee should not be chaired by the chairman of the supervisory board or by a former member of the management board of the company. More than half of the members of the committees should be independent within the meaning of best practice provision 2.1.8.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 4.2 Audit Committee Charter Article 4.2 Remuneration Committee Charter

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<p>2.3.5 Committee reports</p> <p>The supervisory board should receive from each of the committees a report of their deliberations and findings. In the report of the supervisory board it should comment on how the duties of the committees were carried out in the financial year. In this report, the composition of the committees, the number of committee meetings and the main items discussed at the meetings should be mentioned.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 14.3 Supervisory Board Charter Article 2 of each Supervisory Board Committee Charter Section 'Supervisory Board report' in Annual Report 2023
<p>2.3.6 Chairman of the supervisory board</p> <p>The chairman of the supervisory board should in any case ensure that:</p> <ol style="list-style-type: none"> the supervisory board has proper contact with the management board, the employee participation body (if any) and the general meeting; the supervisory board elects a vice-chairman; there is sufficient time for deliberation and decision-making by the supervisory board; the supervisory board members receive all information that is necessary for the proper performance of their duties in a timely fashion; the supervisory board and its committees function properly; the functioning of individual management board members and supervisory board members is assessed at least annually; the supervisory board members and management board members follow their induction programme; the supervisory board members and management board members follow their education or training programme; the management board performs activities in respect of culture; the supervisory board recognises signs from the enterprise affiliated with the company and ensures that any actual or suspected material misconduct and irregularities are reported to the supervisory board without delay; the general meeting proceeds in an orderly and efficient manner; effective communication with shareholders is assured; and the supervisory board is involved closely, and at an early stage, in any merger or acquisition processes. <p>The chairman of the supervisory board should consult regularly with the chairman of the management board.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 4 and 17.2 Supervisory Board Charter
<p>2.3.7 Vice-chairman of the supervisory board</p> <p>The vice-chairman of the supervisory board should deputise for the chairman when the occasion arises.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 4.2.f Supervisory Board Charter
<p>2.3.8 Delegated supervisory board member</p> <p>A delegated supervisory board member is a supervisory board member who has a special duty. The delegation must not extend beyond the duties of the supervisory board itself and must not include the management of the company. Its purpose is more intensive supervision and advice and more regular consultation with the management board. The delegation should only be of a temporary nature. The delegation must not detract from the duties and powers of the supervisory board. The delegated supervisory board member continues to be a member of the supervisory board and should report regularly on the execution of his special duty to the plenary supervisory board.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 5 Supervisory Board Charter Article 25.7 Articles of Association of ING Groep N.V.
<p>2.3.9 Temporary management board function of a supervisory board member</p> <p>A supervisory board member who temporarily takes on the management of the company, where the management board members are absent or unable to fulfil their duties, should resign from the supervisory board.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 2.6 Supervisory Board Charter
<p>2.3.10 Company secretary</p> <p>The supervisory board should be supported by the company secretary. The secretary:</p> <ol style="list-style-type: none"> should ensure that the proper procedures are followed and that the statutory obligations and obligations under the articles of association are complied with; 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 6 Supervisory Board Charter Articles 8, 10.k and 15.1 in conjunction with Annex 2a sub e Management Board Charter

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<p>ii. should facilitate the provision of information of the management board and the supervisory board; and</p> <p>iii. should support the chairman of the supervisory board in the organisation of the affairs of the supervisory board, including the provision of information, meeting agendas, evaluations and training programmes.</p> <p>The company secretary should, either on the initiative of the supervisory board or otherwise, be appointed and dismissed by the management board, after the approval of the supervisory board has been obtained.</p> <p>If the secretary also undertakes work for the management board and notes that the interests of the management board and the supervisory board diverge, as a result of which it is unclear which interests the secretary should represent, the secretary should report this to the chairman of the supervisory board.</p>		
<p>2.3.11 Report of the supervisory board The annual statements of the company include a report by the supervisory board. In this report, the supervisory board should render account of the supervision conducted in the past financial year, reporting in any event on the items referred to in best practice provisions 1.1.3, 2.1.2, 2.1.10, 2.2.8, 2.3.5 and 2.4.4 and, if applicable, the items referred to in best practice provisions 1.3.6 and 2.2.2.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Section 'Supervisory Board report' in the Annual Report 2023
<p>Principle 2.4 Decision-making and functioning The management board and the supervisory board should ensure that decisions are made in a balanced and effective manner while taking account of the interests of stakeholders. The management board should ensure that information is provided in a timely and sound manner. The management board and the supervisory board should keep their knowledge and skills up to date and devote sufficient time to their duties and responsibilities. They should ensure that, in performing their duties, they have the information that is required for effective decision-making.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Article 17.1 Articles of Association of ING Groep N.V. Articles 9.2, 10, 16 and 17 Management Board Charter Articles 7, 8, 9 and 21.6 Supervisory Board Charter
<p>2.4.1 Stimulating openness and accountability The management board and the supervisory board are each responsible for stimulating openness and accountability within the body of which they form part, and between the different bodies within the company.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 9.1, 9.2 and 19.4 Management Board Charter Articles 4.2.j, 7.2.b, 14.3 and 21.2 Supervisory Board Charter
<p>2.4.2 Other positions Management board members and supervisory board members should report any other positions they may hold to the supervisory board in advance and, at least annually, the other positions should be discussed at the supervisory board meeting. The acceptance of membership of a supervisory board by a management board member requires the approval of the supervisory board.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 19.13 and 19.14 Management Board Charter Articles 1.1.j, 11.7, 12.7, 21.9 and 21.11 Supervisory Board Charter
<p>2.4.3 Point of contact for the functioning of supervisory board and management board members The chairman of the supervisory board should act on behalf of the supervisory board as the main contact for the management board, supervisory board members and shareholders regarding the functioning of management board members and supervisory board members. The vice-chairman should act as a contact for individual supervisory board members and management board members regarding the functioning of the chairman.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 4.1 Supervisory Board Charter
<p>2.4.4 Attendance at supervisory board meetings Supervisory board members should attend supervisory board meetings and the meetings of the committees of which they are a part. If supervisory board members are frequently absent from these meetings, they should be held to account on this. The report of the supervisory board should state the absenteeism rate from supervisory board and committee meetings of each supervisory board member.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 21.1 Supervisory Board Charter Section 'Supervisory Board report' in the Annual Report 2023
<p>2.4.5 Induction programme for supervisory board members All supervisory board members should follow an induction programme geared to their role. The induction programme should in any event cover general financial, social and legal affairs, financial and sustainability reporting by the company,</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 4.2.g, and 21.6 Supervisory Board Charter Section 'Supervisory Board report' in the Annual Report 2023

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any specific aspects that are unique to the relevant company and its business activities, the company culture and the relationship with the employee participation body (if any), and the responsibilities of a supervisory board member.		
2.4.6 Development The management board and the supervisory board should each conduct an annual review for their own body to identify any aspects with regard to which the supervisory board members and management board members require training or education.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 10.h Management Board Charter Articles 1.2, 4.2.g and 21.6 Supervisory Board Charter Paragraph 'Management Board Banking and Supervisory Board annual collective self-evaluation' of section 'Supervisory Board report' in the Annual Report 2023
2.4.7 Information safeguards The management board should ensure that internal procedures are established and maintained which safeguard that all relevant information is known to the management board and the supervisory board in a timely fashion. The supervisory board should supervise the establishment and implementation of these procedures.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 5.2.l, and 16 Management Board Charter Articles 9.1 and 17 Supervisory Board Charter
2.4.8 Supervisory board members' responsibility for obtaining information The supervisory board and each individual supervisory board member have their own responsibility for obtaining the information from the management board, the internal audit function, the external auditor and the employee participation body (if any) that the supervisory board needs in order to be able to carry out its duties properly as a supervisory body.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 9.2 Supervisory Board Charter
2.4.9 Obtaining information from officers and external parties If the supervisory board considers it necessary, it may obtain information from officers and external advisors of the company. The company should provide the necessary means to this end. The supervisory board may require that certain officers and external advisors attend its meetings.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 9.3 Supervisory Board Charter
Principle 2.5 Culture The management board is responsible for creating a culture aimed at sustainable long-term value creation for the company and its affiliated enterprise. The supervisory board should supervise the activities of the management board in this regard.	ING Groep applies this principle.	<ul style="list-style-type: none"> Articles 9.2.c and 10.a Management Board Charter Articles 4.2.j and 8.1.a Supervisory Board Charter Webpage 'Strategy' on ing.com Chapter 'ESG overview' in the Annual Report 2023 Section 'Our Strategy' in the Annual Report 2023 Section 'How we are making the difference' in the Annual Report 2023
2.5.1 Management board's responsibility for culture The management board should adopt values for the company and its affiliated enterprise that contribute to a culture focused on sustainable long-term value creation, and discuss these with the supervisory board. The management board is responsible for the incorporation and maintenance of these values within the company and its affiliated enterprise. The management board should encourage behaviour that is in keeping with the values and propagate these values through leading by example. Attention must be paid to the following, among other things: <ol style="list-style-type: none"> the strategy and the business model; the environment in which the enterprise operates; the existing culture within the enterprise, and whether it is desirable to implement any changes in this; and the social safety within the enterprise and the ability to discuss and report actual or suspected misconduct or irregularities. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 9.2.c and 10.a Management Board Charter Articles 4.2.j, 8.1.a and 8.1.e Supervisory Board Charter Section 'Governance' in the Annual Report 2023 Webpage 'Strategy' on ing.com
2.5.2 Code of conduct The management board should draw up a code of conduct and monitor its effectiveness and compliance with this code, on the part of both itself and the employees of the company. The management board should inform the supervisory board of its findings and observations with regard to the effectiveness of and compliance with the code. The code of conduct should be posted on the company's website.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 10.f and 19.1 Management Board Charter Article 8.1.e.(i) and 21.2 Supervisory Board Charter Section 'Governance' in the Annual Report 2023 Webpage 'Strategy' on ing.com

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<p>2.5.3 Employee participation If the company has established an employee participation body, the following should also be discussed in the consultations between the management board, the supervisory board and such employee participation body:</p> <ul style="list-style-type: none"> i. the conduct and culture in the company and its affiliated enterprise; ii. the values adopted by the management board on the basis of best practice provision 2.5.1; and iii. the company's D&I policy. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Webpage 'Purpose and Value' on ing.com (which includes a link to the global code of conduct) • Articles 4.2.e Supervisory Board Charter
<p>2.5.4 Reporting on culture In the management report, the management board should provide explanatory notes on:</p> <ul style="list-style-type: none"> i. the culture within the enterprise, and whether it is desirable to implement any changes in this; ii. how the culture, the underlying values and conduct promoted within the enterprise contribute to sustainable long-term value creation and, if it is considered desirable to amend these, which initiatives are taken to further increase this contribution; and iii. the effectiveness of, and compliance with, the code of conduct. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Section 'Our Strategy' in the Annual Report 2023 • Paragraph 'Orange Code and global Code of Conduct' of Section Governance in the Annual Report 2023
<p>Principle 2.6 Misconduct and irregularities The management board and the supervisory board should be alert to signs of actual or suspected misconduct or irregularities. The management board should establish a procedure for reporting actual or suspected misconduct or irregularities, and take appropriate follow-up action on the basis of these reports. The supervisory board monitors the management board in this regard.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Article 8.1.e Supervisory Board Charter • Article 1.2.k Audit Committee Charter • Paragraph 'Risk Committee' of section 'Supervisory Board report' in the Annual Report 2023
<p>2.6.1 Procedure for reporting actual or suspected misconduct or irregularities The management board should establish a procedure for reporting actual or suspected misconduct or irregularities within the company and its affiliated enterprise. The procedure should be posted on the company's website. The management board should ensure that employees have the opportunity to file such a report without jeopardising their legal position.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 9.2.c and 10.m Management Board Charter • Articles 4.2.k and 8.1.e Supervisory Board Charter • Article 1.2.k Audit Committee Charter • Webpage 'Purpose and Value' on ing.com (which includes a link to the global code of conduct). • Whistleblower Policy
<p>2.6.2 Informing the chairman of the supervisory board The management board should inform the chairman of the supervisory board without delay of any signs of actual or suspected material misconduct or irregularities within the company and its affiliated enterprise. If the actual or suspected misconduct or irregularity pertains to the functioning of a management board member, employees can report this directly to the chairman of the supervisory board.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 19.5 Management Board Charter • Article 4 Supervisory Board Charter • Articles 1.4 and 2.3 Risk Committee Charter
<p>2.6.3 Notification by the external auditor The external auditor should inform the management board and the chairman of the audit committee without delay if, during the performance of his duties, he discovers or suspects an instance of misconduct or irregularity. If the actual or suspected misconduct or irregularity pertains to the functioning of one or more management board members, the external auditor should report this directly to the chairman of the supervisory board.</p>	KPMG has confirmed to apply this best practice provision.	Not applicable
<p>2.6.4 Notification by the internal audit function The internal audit function should inform the management board and the chairman of the audit committee without delay if, during the performance of his duties, he discovers or suspects an instance of material misconduct or irregularity. If the actual or suspected material misconduct or irregularity pertains to the functioning of one or more management board members, the internal audit function should report this to the chairman of the supervisory board.</p>	ING Groep applies this best practice provision	<ul style="list-style-type: none"> • Article 2.3.8 Corporate Audit Services (CAS) Internal Audit Charter
<p>2.6.5 Oversight by the supervisory board</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 9.4 Supervisory Board Charter

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
<p>The supervisory board monitors the operation of the procedure for reporting actual or suspected misconduct or irregularities, appropriate and independent investigations into signs of misconduct or irregularities, and, if an instance of misconduct or irregularity has been discovered, an adequate follow-up of any recommendations for remedial actions. In order to safeguard the independence of the investigation in cases where the management board itself is involved, the supervisory board should have the option of initiating its own investigation into any signs of misconduct or irregularities and to coordinate this investigation.</p>		
<p>Principle 2.7 Preventing conflicts of interest Any form of conflict of interest between the company and the members of its management board or supervisory board should be prevented. To avoid conflicts of interest, adequate measures should be taken. The supervisory board is responsible for the decision-making on dealing with conflicts of interest regarding management board members, supervisory board members and majority shareholders in relation to the company.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Article 19.11 Management Board Charter • Article 21.7 Supervisory Board Charter • Section 'Corporate governance' in the Annual Report 2023 • Webpage 'Conflicts of interest and confidential information' on ing.com
<p>2.7.1 Preventing conflicts of interest Management board members and supervisory board members are alert to conflicts of interest and should in any case refrain from the following:</p> <ol style="list-style-type: none"> competing with the company; demanding or accepting substantial gifts from the company for themselves or their spouse, registered partner or other life companion, foster child or relative by blood or marriage up to the second degree; providing unjustified advantages to third parties at the company's expense; taking advantage of business opportunities to which the company is entitled for themselves or for their spouse, registered partner or other life companion, foster child or relative by blood or marriage up to the second degree. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 19.11 Management Board Charter • Article 21.7 Supervisory Board Charter • Webpage 'Conflicts of interest and confidential information' on ing.com • Webpage 'Zero tolerance approach to bribery and corruption' on ing.com
<p>2.7.2 Terms of reference The terms of reference of the supervisory board should contain rules on dealing with conflicts of interest, including conflicting interests between management board members and supervisory board members on the one hand and the company on the other. The terms of reference should also stipulate which transactions require the approval of the supervisory board. The company should draw up regulations governing ownership of, and transactions in, securities by management or supervisory board members, other than securities issued, by the company.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 19.11. and 15.1 in conjunction with Annex 2a sub p and q Management Board Charter • Articles 21.7 and 8.2 in conjunction with Annex 6 sub p and q Supervisory Board Charter
<p>2.7.3 Reporting A conflict of interest may exist if the company intends to enter into a transaction with a legal entity:</p> <ol style="list-style-type: none"> in which a member of the management board or the supervisory board personally has a material financial interest; or which has a member of its management board or supervisory board who is related under family law to a member of the management board or the supervisory board of the company. <p>A management board member should report any potential conflict of interest in a transaction that is of material significance to the company and/or to such management board member to the chairman of the supervisory board and to the other members of the management board without delay. The management board member should provide all relevant information on this subject, including information relevant to the situation regarding his spouse, registered partner or life companion, foster child or relative by blood or marriage up to the second degree.</p> <p>A supervisory board member should report any potential conflict of interest in a transaction that is of material significance to the company and/or to such supervisory board member to the chairman of the supervisory board without delay and provide all relevant information on this subject, including information relevant to the situation regarding his spouse, registered partner or life companion, foster child or relative by blood or marriage up to the second degree. If the chairman of</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 19.11 and 15.1 in conjunction with Annex 2a sub p and q Management Board Charter • Articles 21.7 and 8.2 in conjunction with Annex 6 sub p and q Supervisory Board Charter

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
<p>the supervisory board has a potential conflict of interest, he must report this to the vice-chairman of the supervisory board without delay.</p> <p>The supervisory board should decide, outside the presence of the management board member or supervisory board member concerned, whether there is a conflict of interest.</p>		
<p>2.7.4 Accountability regarding transactions: management board and supervisory board members All transactions in which there are conflicts of interest with management board members or supervisory board members should be agreed on terms that are customary in the market. Decisions to enter into transactions in which there are conflicts of interest with management board members or supervisory board members that are of material significance to the company and/or to the relevant management board members or supervisory board members should require the approval of the supervisory board. Such transactions should be published in the management report, together with a statement of the conflict of interest and a declaration that best practice provisions 2.7.3 and 2.7.4 have been complied with.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Articles 19.11 and 15.1 in conjunction with Annex 2a sub p and q Management Board Charter Article 8.2 in conjunction with Annex 6 sub p and q Supervisory Board Charter Paragraph 'Conflicts of interest' of section 'Corporate governance' in the Annual Report 2023
<p>2.7.5 Accountability regarding transactions: majority shareholders All transactions between the company and legal or natural persons who hold at least ten per cent of the shares in the company should be agreed on terms that are customary in the market. Decisions to enter into transactions with such persons that are of material significance to the company and/or to such persons should require the approval of the supervisory board. Such transactions should be published in the management report, together with a declaration that best practice provision 2.7.5 has been complied with.</p>	ING Groep applies this best practice provision in cases where a person holds at least 10%.	<ul style="list-style-type: none"> Articles 12 and 15.1 in conjunction with Annex 2a sub r Management Board Charter Articles 8.4 and 8.2 in conjunction with Annex 6 sub r Supervisory Board Charter
<p>2.7.6 Personal loans The company should not grant its management board members and supervisory board members any personal loans, guarantees or the like unless in the normal course of business and on terms applicable to the personnel as a whole, and after approval of the supervisory board. Loans should not be forgiven.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 19.12 Management Board Charter Article 21.8 Supervisory Board Charter Section 'Remuneration report' in the Annual Report 2023
<p>Principle 2.8 Takeover situations In the event of a takeover bid for the company's shares, or for the depositary receipts for the company's shares, if it concerns a private bid for a business unit or a participating interest, where the value of the bid exceeds the threshold referred to in Article 2:107a(1)(c) of the Dutch Civil Code, and/or involves other substantial changes in the structure of the company, both the management board and the supervisory board should ensure that the stakeholder interests concerned are carefully weighed and any conflict of interest for supervisory board members or management board members is avoided. The management board and the supervisory board should be guided in their actions by the interests of the company and its affiliated enterprise.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Article 9.2.b Management Board Charter Article 7.2.a Supervisory Board Charter
<p>2.8.1 Supervisory board involvement When a takeover bid for the company's shares or for the depositary receipts for the company's shares is being prepared, in the event of a private bid for a business unit or a participating interest, where the value of the bid exceeds the threshold referred to in Article 2:107a(1)(c) of the Dutch Civil Code, and/or in the event of other substantial changes in the structure of the company, the management board should ensure that the supervisory board is involved in the takeover process and/or the change in the structure closely and in a timely fashion.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 15.2 in conjunction with Annex 2b sub e Management Board Charter Article 13.4 Supervisory Board Charter
<p>2.8.2 Informing the supervisory board about a request for inspection by a competing bidder If a takeover bid has been announced for the shares, or depositary receipts for shares, in the company, and the management board receives a request from a competing bidder to inspect the company's records, the management board should discuss this request with the supervisory board without delay.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 15.2 in conjunction with Annex 2b sub e Management Board Charter Article 13.5 Supervisory Board Charter

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2.8.3 Management board's position on a private bid

If a private bid for a business unit or a participating interest has been made public, where the value of the bid exceeds the threshold referred to in Article 2:107a(1)(c) of the Dutch Civil Code, the management board of the company should as soon as possible make public its position on the bid and the reasons for this position.

Application by ING Groep
Apply, deviate or not applicable

ING Groep applies this best practice provision.

Source
Publicly available sources on www.ing.com

- Article 13.1.b [Management Board Charter](#)

3 Remuneration

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
<p>Principle 3.1 Remuneration policy – management board</p> <p>The remuneration policy applicable to management board members should be clear and easy to understand, should focus on sustainable long-term value creation for the company and its affiliated enterprise, and take into account the internal pay ratios within the enterprise. The remuneration policy should not encourage management board members to act in their own interest, nor to take risks that are not in keeping with the strategy formulated and the risk appetite that has been established. The supervisory board is responsible for formulating the remuneration policy and its implementation.</p>	<p>ING Groep applies this principle.</p>	<ul style="list-style-type: none"> Articles 11.2, 12.3 and 14.5 Article 1.7 Remuneration Committee Charter 2020 Executive Board Remuneration Policy Section 'Remuneration report' in the Annual Report 2023
<p>3.1.1 Remuneration policy proposal</p> <p>The remuneration committee should submit a clear and understandable proposal to the supervisory board concerning the remuneration policy to be pursued with regard to the management board. The supervisory board should present the policy to the general meeting for adoption.</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Articles 1.1 and 1.7 Remuneration Committee Charter Articles 11.2, 12.3 and 14.5 Supervisory Board Charter 2020 Executive Board Remuneration Policy
<p>3.1.2 Remuneration policy</p> <p>The following aspects should in any event be taken into consideration when formulating the remuneration policy:</p> <ol style="list-style-type: none"> the objectives of the strategy for the implementation of sustainable long-term value creation within the meaning of best practice provision 1.1.1; the scenario analyses carried out in advance; the pay ratios within the company and its affiliated enterprise; the development of the market price of the shares; an appropriate ratio between the variable and fixed remuneration components. The variable remuneration component is linked to measurable performance criteria determined in advance, which are predominantly long-term in character; if shares are being awarded, the terms and conditions governing this. Shares should be held for at least five years after they are awarded; and if share options are being awarded, the terms and conditions governing this and the terms and conditions subject to which the share options can be exercised. In any case, share options cannot be exercised during the first three years after they are awarded. 	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Article 1 Remuneration Committee Charter 2020 Executive Board Remuneration Policy Section 'Remuneration report' in the Annual Report 2023
<p>3.1.3 Remuneration – executive committee</p> <p>If the management board has an executive committee, the management board should inform the supervisory board about the remuneration of the members of the executive committee who are not management board members. The management board should discuss this remuneration with the supervisory board annually.</p>	<p>This best practice provision is not applicable to ING Groep.</p> <p>ING Groep does not have an executive committee.</p>	<p>Not applicable</p>
<p>Principle 3.2 Determination of management board remuneration</p> <p>The supervisory board should determine the remuneration of the individual members of the management board, within the limits of the remuneration policy adopted by the general meeting. The remuneration committee should prepare the supervisory board's decision-making regarding the determination of remuneration. Inadequate performance of duties should not be rewarded.</p>	<p>ING Groep applies this principle.</p>	<ul style="list-style-type: none"> Article 1.3.c Remuneration Committee Charter Articles 11.2, 12.3 and 14.5 Supervisory Board Charter
<p>3.2.1 Remuneration committee's proposal</p> <p>The remuneration committee should submit a proposal to the supervisory board concerning the remuneration of individual members of the management board. The proposal is drawn up in accordance with the remuneration policy</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> Article 1.3.c Remuneration Committee Charter 2020 Executive Board Remuneration Policy

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
that has been established and will, in any event, cover the remuneration structure, the amount of the fixed and variable remuneration components, the performance criteria used, the scenario analyses that are carried out and the pay ratios within the company and its affiliated enterprise.		
3.2.2 Management board members' views on their own remuneration When drafting the proposal for the remuneration of management board members, the remuneration committee should take note of individual management board members' views with regard to the amount and structure of their own remuneration. The remuneration committee should ask the members of the management board to pay attention to the aspects referred to in best practice provision 3.1.2.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 1.3.c Remuneration Committee Charter 2020 Executive Board Remuneration Policy
3.2.3 Severance payments The remuneration in the event of dismissal should not exceed one year's salary (the 'fixed' remuneration component). Severance pay will not be awarded if the agreement is terminated early at the initiative of the management board member, or in the event of seriously culpable or negligent behaviour on the part of the management board member.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Material elements of the Executive Board Remuneration 2020 Executive Board Remuneration Policy Section 'Remuneration report' in the Annual Report 2023
Principle 3.3 Remuneration – supervisory board The supervisory board should submit a clear and understandable proposal for its own appropriate remuneration to the general meeting. The remuneration of supervisory board members should promote an adequate performance of their role and should not be dependent on the results of the company.	ING Groep applies this principle.	<ul style="list-style-type: none"> Articles 12.3 and 12.4 Supervisory Board Charter 2020 Supervisory Board Remuneration Policy
3.3.1 Time spent and responsibility The remuneration of the supervisory board members should reflect the time spent and the responsibilities of their role.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> 2020 Supervisory Board Remuneration Policy
3.3.2 Remuneration of supervisory board members Supervisory board members must not be awarded remuneration in the form of shares and/or rights to shares.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 12.4 Supervisory Board Charter Section 'Remuneration report' in the Annual Report 2023 2020 Supervisory Board Remuneration Policy
3.3.3 Share ownership Shares held by a supervisory board member in the company on whose supervisory board they serve should be long-term investments.	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 21.5 Supervisory Board Charter Section 'Remuneration report' in the Annual Report 2023
Principle 3.4 Accountability for implementation of remuneration policy In the remuneration report, the supervisory board should render account of the implementation of the remuneration policy in a transparent manner. The report should be published on the company's website.	ING Groep applies this principle.	<ul style="list-style-type: none"> Article 1.8 Remuneration Committee Charter Section 'Remuneration report' in the Annual Report 2023
3.4.1 Remuneration report The remuneration committee should prepare the remuneration report. This report should in any event describe, in a transparent manner, in addition to the matters required by law: <ol style="list-style-type: none"> how the remuneration policy has been implemented in the past financial year; how the implementation of the remuneration policy contributes to sustainable long-term value creation; how scenario analyses have been taken into consideration; the pay ratios within the company and its affiliated enterprise and, if applicable, any changes in these ratios compared to at least five previous financial years; in the event a management board member receives variable remuneration, how this remuneration contributes to sustainable long-term value creation, the measurable performance criteria determined in advance on which the variable remuneration depends, and the relationship between the remuneration and performance; and in the event that a current or former management board member receives a severance payment, the reason for this payment. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 1.8 Remuneration Committee Charter Section 'Remuneration report' in the Annual Report 2023

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3.4.2 Agreement of management board member

The main elements of the agreement of a management board member with the company should be published on the company's website in a transparent overview after the agreement has been concluded, and in any event no later than the date of the notice calling the general meeting at which the appointment of the management board member will be proposed.

Application by ING Groep
Apply, deviate or not applicable

ING Groep applies this best practice provision.

Source
Publicly available sources on www.ing.com

- [2020 Executive Board Remuneration Policy](#)
- [Material elements of the Executive Board Remuneration](#)

4 The general meeting

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
<p>Principle 4.1 The general meeting The general meeting should be able to exert such influence on the policies of the management board and the supervisory board of the company that it plays a fully-fledged role in the system of checks and balances in the company. Good corporate governance requires the fully-fledged participation of shareholders in the decision-making in the general meeting.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> • Webpage ‘ Annual General Meeting of ING Groep N.V.’ on ing.com • Article 4.2.l Supervisory Board Charter
<p>4.1.1 Supervisory board supervision The supervisory board’s supervision of the management board should include the supervision of relations with shareholders.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Article 13.1 Supervisory Board Charter
<p>4.1.2 Proper conduct of business at meetings The chairman of the general meeting is responsible for ensuring the proper conduct of business at meetings in order to promote a meaningful discussion at the meeting.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 32.1 and 32.5 of Articles of Association ING Groep N.V. • Article 4.2.l Supervisory Board Charter
<p>4.1.3 Agenda The agenda of the general meeting should list which items are up for discussion and which items are to be voted on. The following items should be dealt with as separate agenda items:</p> <ol style="list-style-type: none"> material changes to the articles of association; proposals relating to the appointment of management board and supervisory board members; the policy of the company on additions to reserves and on dividends (the level and purpose of the addition to reserves, the amount of the dividend and the type of dividend); any proposal to pay out dividend; resolutions to approve the management conducted by the management board (discharge of management board members from liability); resolutions to approve the supervision exercised by the supervisory board (discharge of supervisory board members from liability); any substantial change in the corporate governance structure of the company and in the compliance with this Code; and the appointment of the external auditor. 	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Agenda of the 2023 Annual General Meeting • Explanatory notes to the agenda - 2023 Annual General Meeting
<p>4.1.4 Proposal for approval or authorisation A proposal for approval or authorisation by the general meeting should be explained in writing. In its explanation the management board should deal with all facts and circumstances relevant to the approval or authorisation to be granted. The notes to the agenda should be posted on the company’s website.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> • Articles 14.2 and 15.2 Management Board Charter • Articles 13.2 Supervisory Board Charter • Webpage ‘ Annual General Meeting of ING Groep N.V.’ on ing.com
<p>4.1.5 Shareholder’s explanation when exercising the right to put items on the agenda If a shareholder has arranged for an item to be put on the agenda, he should explain this at the meeting and, if necessary, answer questions about it.</p>	This best practice provision is not directed to ING Groep, but rather to its shareholders.	Not applicable
<p>4.1.6 Placing of items on the agenda by shareholders A shareholder should only exercise the right to put items on the agenda after having consulted the management board. If one or more shareholders intend to request that an item be put on the agenda that may result in a change in the company’s strategy, for example as a result of the dismissal of one or more management board or supervisory</p>	This best practice provision is not directed to ING Groep, but rather to its shareholders.	Not applicable

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
board members, the management board should be given the opportunity to stipulate a reasonable period in which to respond (the response time). The opportunity to stipulate the response time should also apply to an intention as referred to above for judicial leave to call a general meeting pursuant to Article 2:110 of the Dutch Civil Code. The relevant shareholder should respect the response time stipulated by the management board, within the meaning of best practice provision 4.1.7.		
<p>4.1.7 Stipulation of the response time If the management board stipulates a response time, it should be a reasonable period that does not exceed 180 days from the moment the management board is informed by one or more shareholders of their intention to put an item on the agenda to the day of the general meeting at which the item is to be dealt with. The management board should use the response time for further deliberation and constructive consultation, in any event with the relevant shareholder (or shareholders), and should explore the alternatives. At the end of the response time, the management board should report on this consultation and the exploration to the general meeting. This should be monitored by the supervisory board.</p> <p>The response time may be stipulated only once for any given general meeting and should not apply to an item in respect of which a response time or a statutory reflection period as referred to in Article 2:114b of the Dutch Civil Code has already been stipulated, or to meetings where a shareholder holds at least three-quarters of the issued capital as a consequence of a successful public bid.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 14.1.c Management Board Charter
<p>4.1.8 Attendance of members nominated for the management board or supervisory board Management board and supervisory board members nominated for appointment should attend the general meeting at which votes will be cast on their nomination.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Notarial record of the proceedings of a meeting of ING Groep N.V. 24 April 2023
<p>4.1.9 External auditor's attendance The external auditor may be questioned by the general meeting in relation to his report on the fairness of the financial statements. The external auditor should attend and be entitled to address the meeting for this purpose.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Notarial record of the proceedings of a meeting of ING Groep N.V. 24 April 2023 <p>The participants in the General Meeting can address their questions on the fairness of the financial statements in relation to the report to the external auditor via the Chairman of the meeting.</p>
<p>4.1.10 Report of the general meeting The report of the general meeting should be made available, on request, to the shareholders no later than three months after the end of the meeting, after which shareholders should have the opportunity to react to the report in the following three months. The report should then be adopted in the manner provided for in the articles of association.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Notarial record of the proceedings of a meeting of ING Groep N.V. 24 April 2023
<p>Principle 4.2 Provision of information The management board and the supervisory board should ensure that the general meeting is adequately provided with information.</p>	ING Groep applies this principle.	<ul style="list-style-type: none"> Article 14.2.b Management Board Charter Article 13.3 Supervisory Board Charter Webpage 'Annual General Meeting of ING Groep N.V.' on ing.com
<p>4.2.1 Substantiation of invocation of overriding interest If the management board and the supervisory board do not provide the general meeting with all information desired with the invocation of an overriding interest on the part of the company, they must give reasons for this.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 14.2.b Management Board Charter Article 13.3 Supervisory Board Charter
<p>4.2.2 Contacts and dialogue with shareholders</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 13.2 Management Board Charter

Text Dutch Corporate Governance Code 2022 Principle or Best Practice	Application by ING Groep Apply, deviate or not applicable	Source Publicly available sources on www.ing.com
<p>The company should formulate an outline policy on bilateral contacts with the shareholders and should post this policy on its website. Shareholders and the company should be prepared to enter into a dialogue, where appropriate and at their own discretion.</p> <p>The company is expected to facilitate the dialogue unless, in the opinion of the management board, this is not in the interests of the company and its affiliated enterprise.</p> <p>Shareholders are expected to be prepared to enter into a constructive dialogue with the company. If a shareholder enters into a dialogue with the company outside the context of a general meeting, the shareholder shall disclose his full share position (long and short and through derivatives) at the request of the company.</p>		<ul style="list-style-type: none"> Paragraph 'Investor Relations' of section 'Corporate governance' in the Annual Report 2023 Webpage 'Investor Relations contacts' on ING.com
<p>4.2.3 Meetings and presentations Analyst meetings, analyst presentations, presentations to institutional or other investors and press conferences should be announced in advance on the company's website and by means of press releases. Analyst meetings and presentations to investors should not take place shortly before the publication of the regular financial information. All shareholders should be able to follow these meetings and presentations in real time, by means of webcasting, telephone or otherwise. After the meetings, the presentations should be posted on the company's website.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 13.2 Management Board Charter Webpage 'Investor Relations' on ing.com Paragraph 'Investor Relations' of section 'Corporate governance' in the Annual Report 2023
<p>4.2.4 Posting information in a separate section of the website The company should post and update information which is relevant to the shareholders and which it is required to publish or submit pursuant to the provisions of company law and securities law applicable to it in a separate section of its website.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 13.2 Management Board Charter Webpage 'Investor Relations' on ing.com
<p>4.2.5 Management board contacts with press and analysts The contacts between the management board on the one hand and the press and financial analysts on the other should be handled and structured carefully and with due observance of the applicable laws and regulations. The company should not do anything that might compromise the independence of analysts in relation to the company and vice versa.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Article 13.2 Management Board Charter Paragraph 'Investor Relations' of section 'Corporate governance' in the Annual Report 2023
<p>4.2.6 Outline of anti-takeover measures The management board should outline all existing or potential anti-takeover measures in the management report and should also indicate in what circumstances and by whom these measures may likely be used.</p>	ING Groep applies this best practice provision.	<ul style="list-style-type: none"> Paragraphs 'Capital structure' and 'ING Continuity Foundation' of section 'Corporate governance' in the Annual Report 2023
<p>Principle 4.3 Casting votes Participation of as many shareholders as possible in the general meeting's decision-making is in the interest of the company's checks and balances. The company should, as far as possible, give shareholders the opportunity to vote by proxy and to communicate with all other shareholders.</p>	<p>ING Groep applies this principle.</p> <p>The best practice provisions 4.3.1., 4.3.7 and 4.3.8 are not directed towards ING Groep, but to its shareholders. ING Groep deviates from best practice provision 4.3.3.</p>	<ul style="list-style-type: none"> Webpage 'Annual General Meeting of ING Groep N.V.' on ing.com
<p>4.3.1 Voting as deemed fit Shareholders, including institutional investors (pension funds, insurance companies, investment institutions and asset managers), should exercise their voting rights on an informed basis and as they deem fit. Institutional investors that use the services of proxy advisors (i) should encourage those proxy advisors to be prepared to enter into a dialogue with the company regarding their voting policy, voting guidelines and voting recommendations, and (ii) ensure that their votes are cast in line with their own voting policy.</p>	This best practice provision is not directed to ING Groep, but rather to its shareholders.	Not applicable

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<p>4.3.2 Providing voting proxies or voting instructions The company should give shareholders and other persons entitled to vote the possibility of issuing voting proxies or voting instructions to an independent third party prior to the general meeting.</p>	<p>ING Groep applies this best practice provision.</p>	<ul style="list-style-type: none"> • Webpage ' Annual General Meeting of ING Groep N.V. ' on ing.com
<p>4.3.3 Cancelling the binding nature of a nomination or dismissal The general meeting of shareholders of a company not having statutory two-tier status ("structuurregime") may adopt a resolution to cancel the binding nature of a nomination for the appointment of a member of the management board or of the supervisory board and/or a resolution to dismiss a member of the management board or of the supervisory board by an absolute majority of the votes cast. It may be provided that this majority should represent a given proportion of the issued capital, which proportion must not be set higher than one-third. If this proportion of the capital is not represented at the meeting, but an absolute majority of the votes cast is in favour of a resolution to cancel the binding nature of a nomination, or to dismiss a board member, a new meeting may be convened at which the resolution may be adopted by an absolute majority of the votes cast, regardless of the proportion of the capital represented at the meeting.</p>	<p>ING Groep deviates from this best practice provision.</p> <p>According to the Articles of Association of ING Groep, resolutions of the general meeting referred to in best practice provision 4.3.3 require a majority of votes representing more than 50% of the issued share capital. This measure safeguards that a General Meeting with a low attendance rate cannot adopt certain significant shareholder proposals and thus contributes to good governance.</p> <p>A second meeting referred to in Best Practice provision 4.3.3. will not be convened as this would make the above-mentioned majority requirement ineffective.</p>	<ul style="list-style-type: none"> • Articles 18.2, 18.3, 24.2 and 24.3 Articles of Association ING Groep N.V.
<p>4.3.4 Voting right on financing preference shares The voting right attaching to financing preference shares should be based on the fair value of the capital contribution.</p>	<p>This best practice provision is not applicable to ING Groep due to the fact that ING Groep has not issued financing preference shares</p>	<p>Not applicable</p>
<p>4.3.5 Publication of institutional investors' engagement policy Institutional investors should implement principle 4.4 when drawing up their engagement policy. Institutional investors should publish their engagement policy on their website.</p>	<p>This best practice provision is not applicable due to the fact that ING Groep is not an institutional investor.</p>	<p>Not applicable</p>
<p>4.3.6 Report on the implementation of institutional investors' engagement policy Institutional investors should report at least annually, on their website, on how they implemented their engagement policy. The report should provide in any case a general description of their voting behaviour, as well as an explanation of the most significant votes and the use of the services of proxy advisors.</p> <p>“Most significant votes” should be understood in any event to mean:</p> <ol style="list-style-type: none"> votes on matters that have received substantive media attention or votes on items that are regarded by institutional investors as a priority in of the run-up to the general meeting season; votes on a resolution on the agenda of a general meeting (a) that are of strategic importance, or (b) where the institutional investor disagrees with the resolution of the company' s management board; or votes in general meetings of companies in which the institutional investor has a large holding compared to the institutional investor' s holding in other investee companies. 	<p>This best practice provision is not applicable due to the fact that ING Groep is not an institutional investor.</p>	<p>Not applicable</p>

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<p>In addition, institutional investors should report on their website at least once per quarter on whether and, if so, how they have voted as shareholders for each company and voting item. In the report, institutional investors should disclose the key points of the dialogues they have conducted with companies.</p> <p>If an institutional investor votes against a resolution of the management board or abstains from voting on a resolution of the management board, the institutional investor should explain the reasons for its voting behaviour to the management board either pro-actively or at the company's request.</p>		
<p>4.3.7 Abstaining from voting in the event of a larger short position than long position Shareholders will abstain from voting if their short position in the company is larger than their long position.</p>	This best practice provision is not directed to ING Groep, but rather to its shareholders.	Not applicable
<p>4.3.8 Share lending Shareholders should recall their lent shares before the voting record date for a general meeting of the company if the agenda for that meeting includes one or more significant matters. The shareholder should determine what is regarded as a significant matter, but this will include, in any event, resolutions on the agenda of a general meeting:</p> <ol style="list-style-type: none"> i. that is of strategic importance; ii. where the shareholder disagrees with the resolution of the management board. 	This best practice provision is not directed to ING Groep, but rather to its shareholders.	Not applicable
<p>Principle 4.4 Recognising the importance of company strategy Shareholders, including institutional investors, recognise the importance of a strategy focused on sustainable long-term value creation for the company and its affiliated enterprise.</p>	This best practice provision is not directed to ING Groep, but rather to its shareholders.	Not applicable
<p>Principle 4.5 Issuing depositary receipts for shares Depositary receipts for shares can be a means of preventing a majority (including a chance majority) of shareholders from controlling the decision-making process as a result of absenteeism at a general meeting. Depositary receipts for shares should not be issued as an anti-takeover protective measure. The board of the trust office should issue voting proxies under all circumstances and without limitations to all depositary receipt holders who request this. The holders of depositary receipts so authorised can exercise the voting right at their discretion. The board of the trust office should have the confidence of the holders of depositary receipts. Depositary receipt holders should have the possibility of recommending candidates for the board of the trust office. The company should not disclose to the trust office information which has not been made public.</p>	This principle and the best Practice provisions 4.5.1-4.5.8 are not applicable due to the fact that ING Groep has not issued depositary receipts for shares. According to its Articles of Association, ING Groep is not authorised to cooperate with the issue of depositary receipts for shares according to Dutch law.	<ul style="list-style-type: none"> • Article 5.4 Articles of Association ING Groep N.V.
<p>4.5.1 Trust office board The board of the trust office should have the confidence of the holders of depositary receipts and operate independently of the company that has issued the depositary receipts. The trust conditions should specify in what cases and subject to what conditions holders of depositary receipts may request the trust office to call a meeting of holders of depositary receipts.</p>	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable
<p>4.5.2 Appointment of board members The board members of the trust office should be appointed by the board of the trust office, after the vacancy has been announced on the website of the trust office. The meeting of holders of depositary receipts may make recommendations to the board of the trust office for the appointment of persons to the position of board member. No management board members or former management board members, supervisory board members or former supervisory board members, employees or permanent advisors of the company should be a member of the board of the trust office.</p>	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable
<p>4.5.3 Board appointment period</p>	This best practice provision is not applicable to ING Groep, see Principle 4.5.	Not applicable

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A person may be appointed to the board of the trust office for a maximum of two four-year terms, followed by a maximum of two two-year terms. In the event of a reappointment after an eight-year period, reasons should be given in the report of the board of the trust office.		
4.5.4 Attendance of the general meeting The board of the trust office should attend the general meeting and should, if desired, make a statement about how it proposes to vote at the meeting.	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable
4.5.5 Exercise of voting rights In exercising its voting rights, the trust office should be guided primarily by the interests of the depositary receipt holders, taking the interests of the company and the enterprise affiliated with it into account.	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable
4.5.6 Periodic reports The trust office should report periodically, but at least once per year, on its activities. The report should be posted on the company's website.	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable
4.5.7 Contents of the reports The report referred to in best practice provision 4.5.6 should, in any event, set out: <ul style="list-style-type: none"> i. the number of shares for which depositary receipts have been issued and an explanation of changes to this number; ii. the work carried out in the financial year; iii. the voting behaviour in the general meetings held in the financial year; iv. the percentage of votes represented by the trust office during the meetings referred to in section iii.; v. the remuneration of the members of the board of the trust office; vi. the number of meetings held by the board and the main items dealt with in them; vii. the costs of the activities of the trust office; viii. any external advice obtained by the trust office; ix. the positions or ancillary positions held by the board members of the trust office; and x. the contact details of the trust office. 	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable
4.5.8 Voting proxies The board of the trust office should issue voting proxies under all circumstances and without limitations to all depositary receipt holders who request this. Each depositary receipt holder may also issue binding voting instructions to the trust office in respect of the shares which the trust office holds on his behalf.	This best practice provision is not applicable to ING Groep, see principle 4.5.	Not applicable

5 One tier governance structure

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<p>Principle 5.1 One-tier governance structure</p> <p>The composition and functioning of a board of directors comprising both executive and non-executive directors must be such that the supervision by non-executive directors can be properly carried out and independent supervision is assured.</p>	<p>ING Groep has a two-tier governance structure. As such, this principle and the best practice provisions 5.1.1-5.1.5 are not applicable to ING Groep.</p>	<ul style="list-style-type: none"> Article 17.1 Articles of Association ING Groep N.V.
<p>5.1.1 Composition of the board of directors</p> <p>The majority of the board of directors is made up of non-executive directors. The requirements for independence stipulated in best practice provisions 2.1.7 and 2.1.8 apply to the non-executive directors.</p>	<p>This best practice provision is not applicable to ING Groep, see principle 5.1.</p>	<p>Not applicable</p>
<p>5.1.2 Chairman of the board of directors</p> <p>The chairman of the board of directors chairs the meetings of the board. The chairman of the board of directors should ensure that the board collectively and its committees have a balanced composition and function properly.</p>	<p>This best practice provision is not applicable to ING Groep, see principle 5.1.</p>	<p>Not applicable</p>
<p>5.1.3 Independence of the chairman of the board of directors</p> <p>The chairman of the board of directors should not be an executive director or former executive director of the company, and should be independent within the meaning of best practice provision 2.1.8.</p>	<p>This best practice provision is not applicable to ING Groep, see principle 5.1.</p>	<p>Not applicable</p>
<p>5.1.4 Composition of committees</p> <p>The committees referred to in best practice provision 2.3.2 should comprise exclusively non-executive directors. Neither the audit committee nor the remuneration committee can be chaired by the chairman of the board of directors or by a former executive director of the company.</p>	<p>This best practice provision is not applicable to ING Groep, see principle 5.1.</p>	<p>Not applicable</p>
<p>5.1.5 Reporting on supervision by non-executive directors</p> <p>The non-executive directors render account of the supervision exercised in the past financial year. They should, as a minimum, report on the items referred to in best practice provisions 1.1.3, 2.1.2, 2.1.10, 2.2.8, 2.3.5 and 2.4.4 and, if applicable, the items referred to in best practice provisions 1.3.6 and 2.2.2.</p>	<p>This best practice provision is not applicable to ING Groep, see principle 5.1.</p>	<p>Not applicable</p>