

Gender Pay Gap

Statement for 2023

ING Bank (Australia) Ltd

1. Introduction

At ING, we believe we can only live up to our purpose and deliver on our strategy if we have a strong organisational culture of diversity, inclusion and belonging. We want everyone to be respected for who they are – because it’s the right thing to do and so that our business and our customers benefit from their unique perspectives and experiences.

We are committed to continuing to increase gender equality in our workplace and pay equity. Transparency about our gender pay gap – and the actions we’re taking to address it – will increase our ability to attract, develop and retain diverse talent. We have published this data in our Sustainability Report since 2022.

The 2023 gender pay gap continues to move in the right direction. We recognise there is more to be done.

The gender pay gap at ING Australia is impacted by both fewer women in leadership roles and a higher proportion of women in entry level positions. While we have made progress at senior levels, we know it is equally important our actions take effect throughout the organisation to ensure we have gender balanced representation across ING and to continue to close the pay gap.

The organisation gender pay gap is not the same as equal pay. Equal pay is our legal obligation to provide equal pay for work of equal value. Our pay gap is not a result of equal pay issues. We apply a gender-neutral approach to pay across all levels of the organisation. At ING we undertake pay equity analysis annually to monitor and review any pay gaps and to ensure pay equity for employees.

We have a range of measures and initiatives in place to promote gender equality and foster a workplace culture where all our people feel valued, respected and included. You will find an overview of these below.

2. ING Bank (Australia) Ltd gender pay gap

Metric	2020-21	2021-22	2022-23
Average (mean) pay gap total remuneration	24.8%	26.7%	23.0%
Median pay gap total remuneration	36.7%	38.9%	32.2%
Average (mean) pay gap base salary	24.0%	26.6%	22.3%
Median pay gap base salary	38.8%	41.3%	36.1%

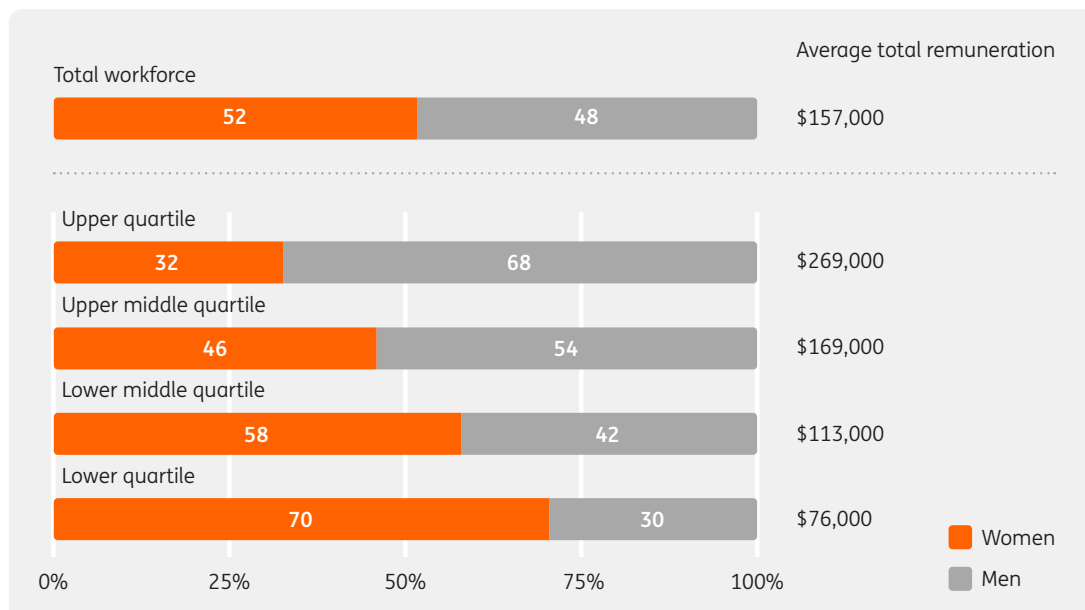
Note: See Definitions/Useful notes for explanation of average (mean) and median pay gaps.

In 2023, both our average and median pay gaps decreased from 2022 levels. Improved gender balance through our talent attraction strategies, leading to higher representation of women at leadership levels, has helped drive this positive movement.



3. ING Bank (Australia) Ltd gender representation by pay quartile

The chart below divides the total remuneration full-time equivalent pay of all employees into four equal quartiles based on average pay.



The quartiles demonstrate that we have a higher proportion of women than men in lower quartile roles and a higher proportion of men than women in upper middle quartile and upper quartile roles. These are the two key drivers of the organisation's gender pay gap.

For example, entry level contact centre roles are 18% of our workforce and 71% are held by women. In contrast, skilled Technology roles are 19% of our workforce and 77% are held by men.

To address this, we are focused on building gender balanced representation at all levels and across business areas at ING. We have set targets and KPIs for executive leaders for increasing gender representation at leadership levels. In 2023, we increased women in senior leadership roles to 40% (achieving our target of 37% and up from 32% in 2022). We have gender balanced representation (over 40%) at both our Executive Committee and Board.

4. Actions taken to drive change in 2023

- Implemented new Diversity, Inclusion and Belonging and gender equality strategies and plans with governance framework.
- Set targets and KPIs for executive leaders for increasing gender representation at leadership levels and reducing gender pay gap. The targets are tracked and reported to the Executive Committee and the Board quarterly.
- Enhanced inclusive leadership capability with education and training for leaders.
- Joined the Champions of Change Coalition to drive gender equality goals and outcomes at organisation, industry and society level.

Attract, develop and retain talent

- Reviewed our recruitment processes to identify barriers and mitigate bias including upskilling leaders with unconscious bias training.
- Requirement for gender balanced shortlists and interview panels (40:40:20) for all roles recruited externally.
- Completed review and focus groups to drive action and change in increasing gender balance across Technology roles.
- Achieved gender balanced participation in talent and leadership programs.
- Encouraging the next generation of talent through our employee inclusion networks.

Gender pay equity

- Conduct annual gender pay equity analysis for both like for like roles and at organisation wide level.



Inclusive culture, policy and practice

- Enhanced family inclusive policy and support with gender equal policies for parental leave and family care. We achieved re-certification as a Family Inclusive Workplace for 2023-25.
- With FlexING policy, we offer flexible, hybrid working to everyone from day one.
- Promoting a safe, respectful and inclusive workplace with supportive policy and practice to address sexual harassment.

5. Actions looking forward

- Continue with targets and KPIs for executive leaders for increasing gender leadership representation and reducing gender pay gap. Our ambition is to achieve 45% representation of women at senior leadership levels by 2025.
- Deliver on our gender equality strategy and plan to attract, develop and retain diverse talent and build gender balance across ING.
- Undertake annual gender pay equity review with actions to address any pay inequity.
- Launch our updated Family Friendly policies to enhance the support we offer our people in the moments that matter.
- Deepen talent discussions to proactively identify pipeline talent particularly in areas with lower gender representation levels.

6. Definitions/useful notes

Average (mean) and median explained

The average (or mean) gender pay gap is the difference in average earnings between women and men across the whole organisation.

The median represents the middle point of a population. The median pay gap is the difference between the rate of pay for the middle woman compared to that of the middle man.

Gender

We respect that gender is not binary and we aim to evolve our approach to reporting on gender to reflect that.

