ING

ING Hubs Slovakia Playbook

do
your
thing

Content

Arnout Bloys van Treslong, CEO

Hello from ING Hubs Slovakia

Hello everyone, I'm Arnout, and it's my privilege to lead this fantastic organization. If you're holding this book, I hope it gives you a glimpse into our vibrant, friendly, and open working culture, filled with wonderful and enthusiastic people.

We are a hub of global banking. We provide support to our parent company, ING Bank, by handling daily banking needs for our corporate clients while fighting against financial crime. Whether you're a seasoned expert or you just stand at the beginning of your job voyage, or if you maybe would like to dramatically change your career path, we have opportunities for you. Trust me, I know what I'm talking about. I studied medicine and worked in the emergency room for 4 years before deciding to do a major switch and start working in the financial business. I have been with ING for 25 years now, have worked in various parts of the company, and always feel the real belonging.

ING, despite being a large company, values all aspects of life, including well-being, social corporate responsibility, and its people. I personally admire our people's versatility and passion for education and progress, their openness, sometimes directness (which fits well being a Dutch), and their unwavering commitment to having fun. :) I come from a naval family, so I find this quote to be the most fitting choice to conclude with:

It's not the destination, it's the journey.

Wish you a nice reading,
Arnout

About Us

LET'S TALK BUSI-NESS

ING Hubs Slovakia

We are an expert center of global banking. Since our inception in 2009, we've grown steadily, now reaching to a dynamic team of over 1,500 professionals. We provide a top-notch banking services to more than 40 ING branches around the world from Bratislava city.

As one of five central ING hubs in the world, alongside Poland, Romania, the Philippines, and Turkey, we offer a wide range of services that support ING's global operations in 2 areas:

1. **We help our corporate customers with their daily banking needs** (Payments, Customer Service, Working Capital Solutions)

2. **Keeping our clients and ING bank safe and secure - financial and nonfinancial risks mitigation** (Customer Due Diligence, Transaction Monitoring, Alert Handling, Screening)

ING bank

ING is a leading European bank. Our more than 60,000 employees serve more than 38 million customers, corporate clients, and financial institutions in over 40 countries. Our products include savings, payments, investments, loans and mortgages in most of our retail markets. For our Wholesale Banking clients, we provide specialized lending, tailored corporate finance, debt and equity market solutions, sustainable finance solutions, payments & cash management and trade and treasury services.

At ING Hubs Slovakia, we offer a comprehensive range of 166 services and process over 928,000+ requests monthly.

Awards

Our achievements have been recognized at both the local and international levels through received awards:

CEE Business Services Awards:
2022 – Business Services Firm of the Year
2023 – Business Center Director of the Year

Stevie Awards
2022 – Human Resources Department of the Year – bronze award

Najzamestnávateľ
2024 – Shared Service Centers – 2nd place

TOP employer 2025


ING


59:00


Q&A time!

Empowering people to stay a step ahead in life and in business

Culture

Purpose

Our purpose - **empowering people to stay a step ahead in life and in business** - represents our belief in people's potential. We don't judge, coach or tell people how to live their lives. However big or small, modest or grand, we empower people and businesses to realize their own vision for a better future.

We know people don't need banks, they need banking. Our promise is to make banking frictionless, removing barriers to progress and giving people the confidence in their ability to make decisions and to move forward.

Do your thing

Do your thing' is our global tagline. It signifies people being free to live the life they want. At ING Hubs Slovakia, we believe that cultivating a **flexible work culture** allows our colleagues to achieve a healthy work-life balance. By flexible work style we mean: hybrid way of working / home office and flexible working time. Our people are our greatest strength, which is reflected in our commitment to their **well-being**.

So whether you like to hike, prefer water sports, or simply enjoy chilling at home with the a book, it is your 'thing' and we understand and respect that.

do your thing

Teams

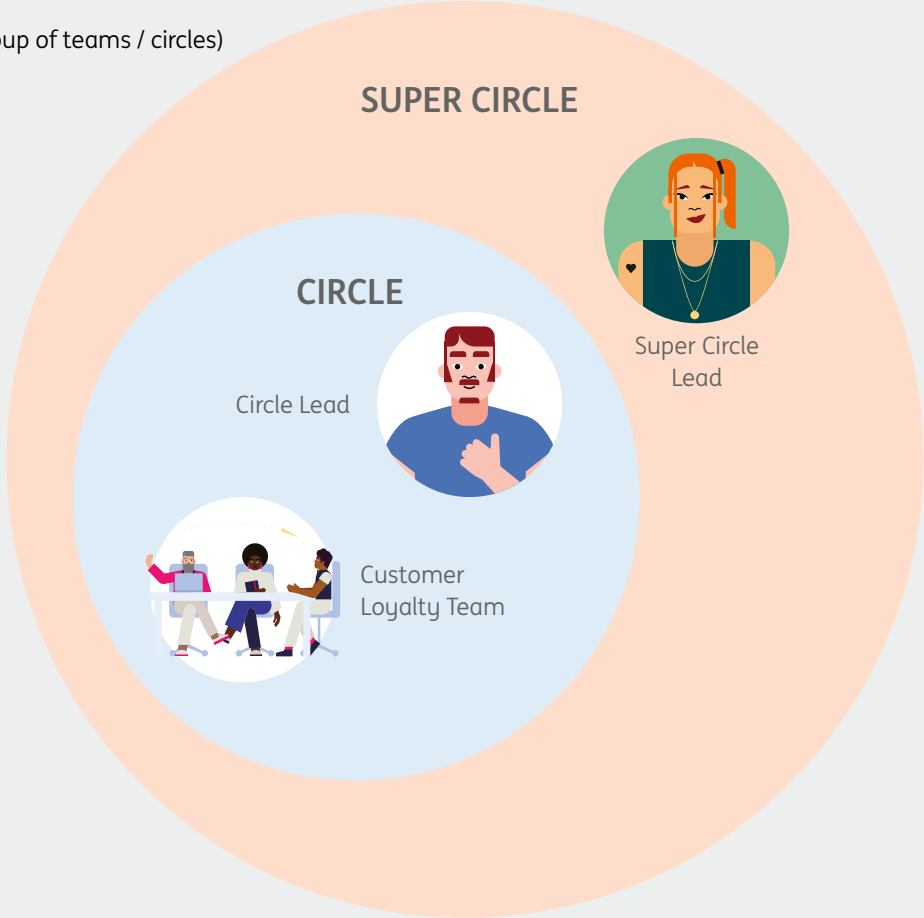
Our flat organization, with only 2 reporting lines helps us to work efficiently & effectively. We ensure everyone is heard, as we say, “Our managers’ doors are always open, if they have one”. Our agile way of working means that solutions are agreed to on a team level.

Circle = Team
Circle Lead = Lead (leads a team)
Super Circle Lead = Manager (leads a group of teams / circles)

We work in self-organizing, autonomous Customer Loyalty Teams (CLT).

A Circle consists of a group of CLT’s that service the same type of customers or customer requests.

A Super Circle consists of a group of Circles which are responsible for delivery of superior customer service.



60% OF OUR MANAGEMENT TEAM ARE WOMEN. THERE ARE FEW COMPANIES WITH SUCH GENDER DIVERSITY.

Shared Operations

It's a diverse team that provides several services to our customers, including: Continuous Adverse Media Screening, Transaction Screening, Name Screening, Quality Management, Client Due Diligence Retail Operations, Know Your Supplier (KYS), and Financial Markets Client Control & eServices. The team's services encompass checking whether customers and their associated parties are involved in or linked to criminal activities such as money laundering, terrorist financing, sanctions breaches, corruption, bribery, and tax evasion, as well as identifying sanctioned individuals and organizations.

Wholesale Banking Daily Banking

Providing a full-circle customer experience, including sales advisory and pricing, migration, onboarding, and support for customers' daily activities through excellent customer service.

Wholesale Banking Customer Due Diligence (CDD)

It is a part of the Global Financial Crime and Fraud Prevention domain. Our teams take care of client onboarding and periodic reviews, assessing ING Wholesale Banking and Financial Institutions customers, setting global standards for KYC CDD processes, quality, tooling, guidance, policies, and digitization.

Wholesale Banking Operations

Supporting branches of our bank and our internal departments with operational banking activities such as payments, investigations, trade finance, and settlements.

Transaction Monitoring

We conducts investigations on our Wholesale Banking customers to identify activities that may indicate financial economic crime, detecting patterns and changes in customer behavior, activities, and transactions across payment, financial market, and trade finance monitoring.

IT Services

We focus on IT risk & security, as well as IT DevOps & support. Our work is crucial as we ensure the company's safety and security while supporting our colleagues through innovations and automation.

Operational Controls

A team of experts enabling businesses to maintain control over non-financial risks by continuously improving and providing support services at both global and local levels within the first line of defense non-financial risk lifecycle.

Center of Expertise

It is a set of enabling expert teams supporting our company in areas of process expertise, workforce management, change execution, service level management, process mapping, way of working and communication. We provide our service to ING Hubs Slovakia but also to our partners within the broader ING network.

Data Management

Supporting ING's strategy by delivering efficiencies, generating business insights, and establishing effective controls within data frameworks. We provide scalable bank-wide services for all data functions, ensuring that data is collected, managed, stored, and made available in accordance with the data strategy.

Benefits

Here is a little taste of what we offer so you can strike the right balance between your career and your life.

Flexible working time: the fixed working hours are from 9:00-15:00 the rest is adjustable based on your needs and agreement within the team. We even have reduced the standard 8hrs workday to 7hrs 45mins.

Home office: based on team agreement, with an average of 60% remote work per month vs. 40% in the office. We also provide a financial contribution to support your home working environment.

Modern office: fully equipped gym, game room, and coffee corner.

Sick leave compensation, life insurance & 3rd pillar contributions, extra vacation days and mental health support can greatly finetune your well-being.

Cafeteria: 50 € per month for use at popular shops like: Alza, Panta Rhei, Zlavomat, Zalando etc.

Yearly bonus: based on your performance and company results, approximately 1.5 times your average salary in recent years.

Career growth opportunities: we have several programs in which you can grow both personally and professionally. Not to mention free trainings available through our internal training portal or global platforms.

The full list of benefits can be found on our web page: **ing.jobs/sk**

Flexibility

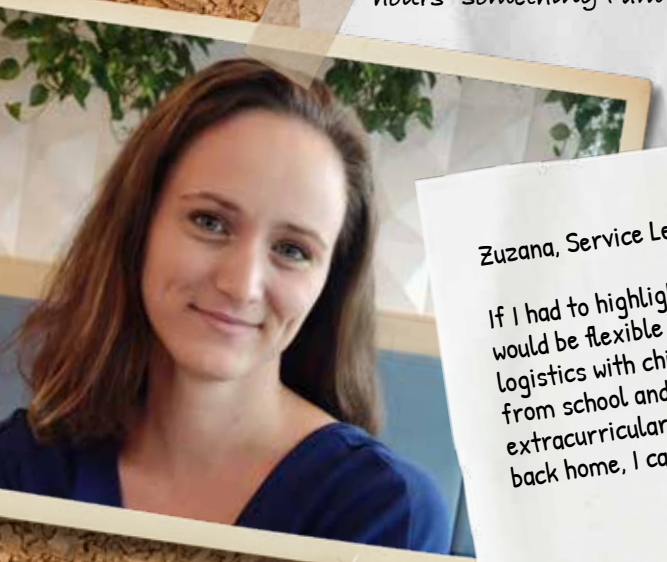
We believe flexibility is essential for a balanced life and it can significantly reduce stress arising from unfinished work tasks and personal life demands. Let's take a closer look and see what our colleagues value the most about it.

Tereza
Consultant for Process Management

ING's flexibility supports my external university studies by allowing me to adjust my working hours to accommodate academic commitments, fitness routines, and other personal interests. The organization's adaptable environment truly empowers me to live out our slogan, "Do your thing".

Miro, Risk Manager

Our company continues to embrace a hybrid work model, offering flexible working hours and the freedom to choose where I work each day. I am evaluated based on tasks completed rather than time spent at work. This allows me to spend time with my daughter during what would typically be considered working hours -something I am very grateful for.



Zuzana, Service Level Management

If I had to highlight a benefit that makes my daily life easier, it would be flexible working hours and home office, as managing logistics with children is time-consuming. I can pick my kids up from school and kindergarten at a reasonable time, take them to extracurricular activities, or go for a walk in the park. Once we're back home, I can return to work if needed.

Life at ING Hubs Slovakia

lets talk life


OMG
OMG


Library


Library


ING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Life at ING Hubs Slovakia

CSR Community

Welcome to the vibrant and friendly atmosphere of our hub. At ING, we are encouraged to 'do your thing'. For us this means we enthusiastically participate in activities that are close to our hearts. We hope you will not only learn a little bit more about life at ING Hubs Slovakia but also feel the vibe. This is who we are :)

Communities are something we are very proud of. There are around 10 active communities, or guilds, that make life in our hub so special. Communities support people in many different areas and give them the opportunity to pursue what they truly enjoy. Just to name a few: **Fun Crew, Sports Guild, CSR Community, Risk Guild, Knowledge Guild, etc.**

CONNECTING THE DOTS!

Innovation Community


ING Hubs Slovakia
Fun Crew
Knowledge Guild
Sports Guild
Agile Guild
Risk Guild
Rainbow Lions


I NEED IT
ASAP!

Events & Parties

We always strive to cater to all interest groups, so we offer a wide variety of events throughout the year. Our biggest events are **Summer and Winter party**, dedicated to having fun :).

As a Dutch company, we celebrate **King's Day**, which is mostly known for people wearing orange. However, there's more to it, as it celebrates King Willem-Alexander of the Kingdom of the Netherlands.

Then we have **Halloween party, St. Nicholas, and Kids' Day** events to enjoy time together with our families. Additionally, there are small activities like **Pub quizzes** or **Pizza & Board Games** perfect for unwinding outside of work.

"Hub" – [hab] a place where I feel welcomed

Hub space - it's a collaborative area in our office where business grows and our colleagues spark ideas. Most of our events take place here. The space can be used by teams for their team gatherings, such as standard meetings or team-buildings, as well as by individuals for occasions like birthday celebrations.

A BIG thank you goes to the Fun Crew for organizing all the great events for us!

We ate 698 pizzas last year on Pizza & Board Games nights.


fair play

Sports activities

Our Sports Guild brings together our members for a diverse array of activities, including cycling tours, volleyball tournaments, marathons, and prestigious events such as Tvrďák and Sparťan. The guild's members are sports enthusiasts who enjoy physical activity in general, and we support this hobby by covering their entry fees or organizing various sports workshops and lectures.

Fully equipped gym and yoga room is another way of support towards our colleagues. Gym and yoga room are available 24/7 with a possibility to bring your friend too. A monthly schedule of sports activities includes pilates, yoga, circuit training, and functional training. Additionally, for sport lovers, we offer **Multi-sport card** as an optional benefit.


štartuje aj v Bratislave
19:23:37

CSR activities

We believe in lending a helping hand where it's needed, and our people share this heartfelt commitment. That's the reason why we've fostered the largest community in our hub centered around volunteering. We've connected with several wonderful organizations with a common vision: **Pontis foundation, OZ Vagus, Centrum rodiny, NÚDCH, Mestské lesy, Sloboda zvierat, WWF Slovakia** and many more.

Together, we focus our efforts on three key areas:

Protecting the Environment - nature protection, green office activities

Strengthening the Community - children, seniors, families, homeless

Caring for Animals - cats and dogs' shelters, beehive adoption

These activities not only make a positive impact on community around us but also bring us closer as a caring and responsible team.

Around 390 colleagues volunteered and worked a total of 1970 hours in 2024.

Learning is living, living is learning :)

Learning & Development

There are infinite growth options that our colleagues have. Whether they aspire to advance within their team, explore global roles, or make a dramatic career change, we have programs to support their journey.

To foster growth, we provide a range of learning and development tools tailored to individual needs. Global learning platform **ING University** offers hundreds of trainings, encompassing also external vendors like Udemy and getAbstract with thousands of courses our people can use for free. **The Global COO Academy**, in Hubs represented by the Financial Crime Prevention learning function with its **Global Trainers**, supports the learning need of financial crime fighters globally. We can't omit our **Internal Trainers Academy**, where we support internal knowledge transfer. Our talented internal trainers offer a variety of trainings to colleagues, focusing on soft skills, languages, or Excel proficiency.

Interested in improving or learning a new language? We partner with a reputable language school offering group, individual, online, and in-person lessons.

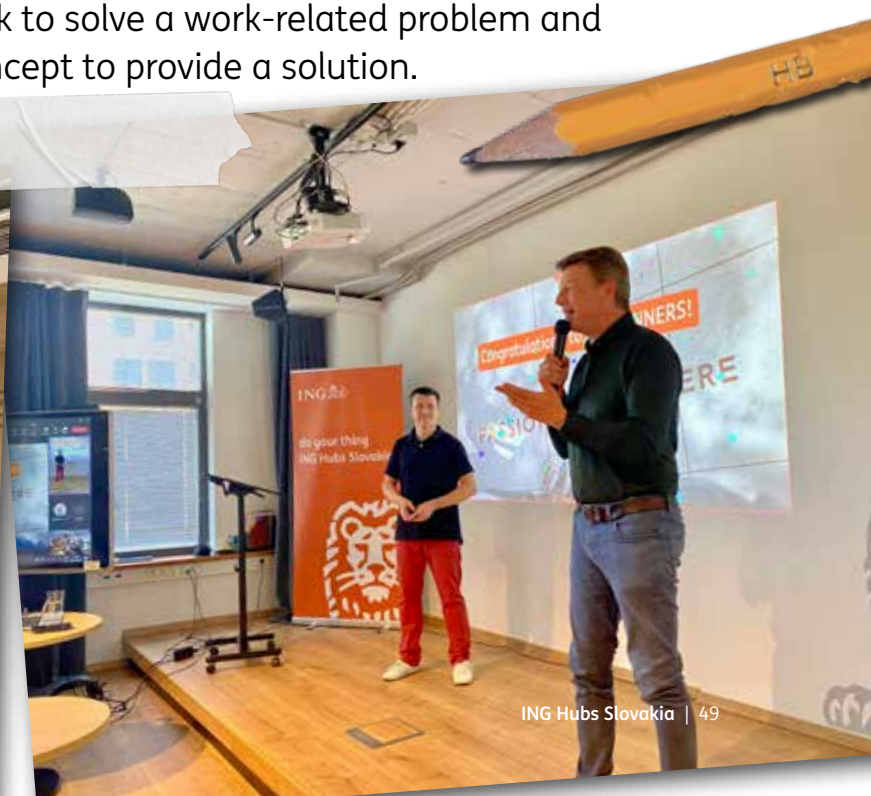
If you're still shaping your career path and need guidance, our career coaches are here to help you navigate your options and make informed decisions.

Rewards and Recognition

We recognize and celebrate individuals and teams for their outstanding dedication and achievements on a quarterly basis.

Hackathon

Once a year, we, along with the rest of the ING Hubs (Poland, Romania, Philippines, and Turkey), organize a global 24-hour coding marathon. The brightest minds from our Hubs work to solve a work-related problem and develop a working prototype or concept to provide a solution.



Topics & Projects

What we believe in

Well-being

Health Week

As an answer to the fast-paced lifestyle, we created an event to cherish our physical and mental health. People could enjoy a week full of various activities: skin and eye checkup, cooking workshop by a nutritionist, physio workout, relaxation techniques by a psychologist, back massage, painting workshop, smoothie bar, tea tasting etc.

APPROXIMATELY 500 BACKS OF OUR COLLEAGUES WERE MASSAGED THE PAST YEAR :)








Mental health support

Sometimes it's difficult to handle all the pressure and stress. For such moments, we have Psychologist Assistance Program. Our colleagues can discuss their challenging life situations with a psychologist over the phone. We also organize Burnout Sessions where people can learn techniques to avoid burnout, how to prioritize effectively, and the importance of switching off.


do your thing


Well-being v práci:
Ako vytvárať spojenia a zdravé prostredie v dynamickom svete?
Veronika Smith
business Manager, ING Hubs Slovakia
Jana Riečanská
head of Corporate Communications, BILLA

Partner of ‘Well-being at work’ podcast

We utilized our long-lasting efforts and activities in cooperation with the renowned Forbes podcast ‘Nevyhoreni’ to create a special edition called ‘Well-being at work’. Together with Forbes, we aim to provide fresh perspectives on managing work based on individual needs, achieving career goals without burning out, and navigating the competitive and hectic workstyle.

Sustainability at the heart

There is no denying that one of the biggest challenges for society is sustainability, in all its forms. Climate change threatens both the planet and its people. ING aims to put 'sustainability at the heart of what we do', defining new ways of doing business where planet and people are just as important as economic growth. It's about making progress together, step by step.


MINIMUM
PRICE
2€


COFFEE CORNER

Sustainability week

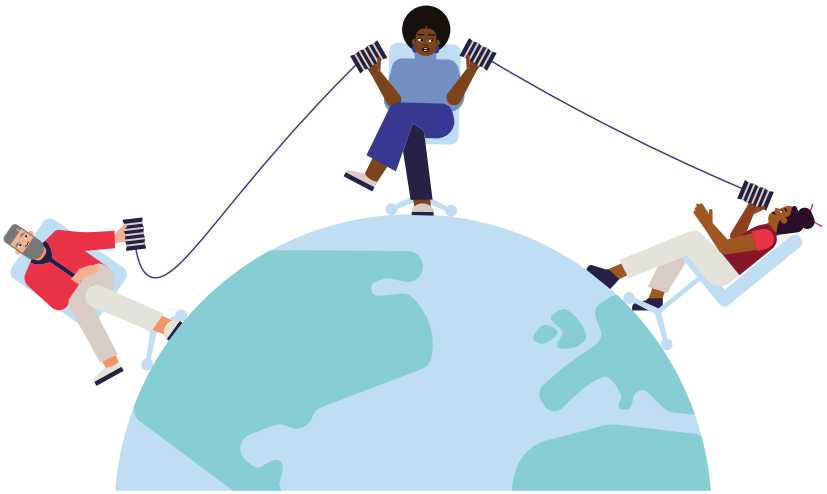
A series of events dedicated to raising awareness about the importance of behaving responsibly in various areas: water, energy, food, clothes, commuting, recycling, animals, etc. We encouraged our colleagues to commute to work by eco-friendly vehicles this week and the activity became a permanent thing.

Green office

In our office, sustainability is a way of life. We've implemented several initiatives to act responsibly. We've set up bins for every type of waste imaginable – from general rubbish, plastic, paper, glass, batteries, toothbrushes, bottles, and cans. Our office is also home to a permanent swap corner where colleagues can bring clothes they no longer want and take others if they wish. Adding to the green vibe, we've cultivated a herb garden on our office terrace. To support our people in eco-living, we offer a financial benefit known as 'green benefit', which allows them to reimburse the cost of an eco-friendly product like a bicycle or an electric scooter.

Travel policy

Our travel policy focuses on minimize our company's overall carbon footprint. Each team is allocated a specific CO_2 limit for the year. While we fully support necessary travel, this policy aims to reduce unnecessary trips in today's hyperconnected world, where online connectivity allows us to meet virtually from almost anywhere (even beyond Earth!).



Diversity, Inclusion & Belonging

When people feel seen, heard, valued, respected, and connected, they can *make the difference*. Everyone should be able to bring their whole self to work, every single day. We value difference and actively promote a culture of respect for each individual. It's about being all of who we are. To strengthen the culture of Diversity, Inclusion and Belonging (DIB), we are partnering on the following local activities...

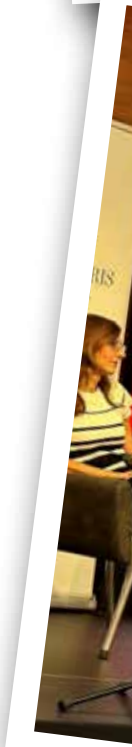
Mama roka / Mother of the Year
For a second time in a row, we are general partner for this heartfelt award, which celebrates moms and dads who are doing an excellent job, often under very challenging circumstances.

Equal Pay Day by Akčné ženy / Action women
Initiative that enhances the position of women worldwide. By sharing best practices and presenting female role models, it promotes equal gender opportunities in both work and society.

Dúhový Pride / Rainbow Pride
Well-known event celebrating LGBTIQ+ people.

Charta Diverzity / Diversity Charter by Pontis
We are signatories of this volunteering project supporting diversity and inclusion in the workplace.

Our DIB commitment is anchored in our internal communities, such as **Rainbow Lions** and **Women of ING**, whose members dedicated their time and effort.



Your whole self is welcome at ING Hubs Slovakia.


Absolútna
MAMA ROKA
3.000 Eu
ING


do your thing


HOVORME NAHLAS, ŽE
equal pay day,-
Ako môžu firmy, organizácie,
ING

WE HAVE 30 NATIONALITIES AND 40 LANGUAGES SPOKEN IN OUR HUB.

Student programs

Talent Garden

This project, born from an idea that emerged during a visit by the Dutch royal couple in 2023, as a collaboration of Ministry of Economy of the Slovak Republic, The Netherlands Chamber of Commers in the Slovak Republic and four Dutch companies: ING Hubs Slovakia, The Heineken company, NN insurance group, Union health insurance company. It aims to actively involve students and young talents in practical experience and thus retain them in Slovakia, their home country. The project officially started in February, 2024 and offers students the opportunity to rotate among four different companies, providing them with a taste of Dutch work culture within the Slovak environment.

International Business Consulting Program

Each year, we participate in an EUBA [University of Economics in Bratislava] project dedicated to develop students' practical skills. They work on specific assignments, and with our assistance and coaching they come up and present their outcomes. This program is mutually beneficial – students gain valuable real-world experience, and we are continually impressed by their innovative perspectives.

EUBA cooperation

Our field experts regularly visit the University of Economics in Bratislava to participate in teaching students from the Faculty of Economics and Finance. We also provide students with necessary tools to enhance their comfort while pursuing their career goals.

Where you can meet us

get in

touch

Job fairs

Each year, we participate in local job fairs, primarily Profesia Days and Kariéra Expo in Bratislava. It is a unique opportunity for us to meet potential colleagues, introduce them to the working life at our hub, and answer their questions about various aspects such as job responsibilities, job positions, team structure, benefits, and learning opportunities. In recent years, we have been honored to win awards for having the top booth at these fairs – the pride goes to our colleagues who represented our company .

1st place – Profesia Days Bratislava, April 24-25th 2024
1st place – Kariera Expo Bratislava, October 11th 2023
2nd place – Profesia days Bratislava, May 16-17th 2023
3rd place – Kariera Expo Nitra, March 29th 2023


about their sustainability
targets and plans
DO
YOUR
THING
ofesiadays


ING


Mini meeting rooms zone
learning &
development


do
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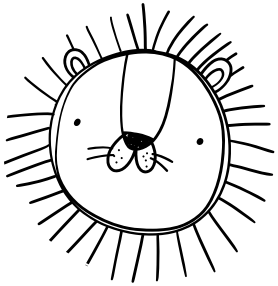
need some notes?
here u go...



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