



**ING Hubs Slovakia**

**PASSION LED US HERE**

**Start your journey now!**



# Hi! Ahoj! Hoi!

Those are just three out of 25 languages that are spoken here at ING Hubs Slovakia. We are a wonderfully diverse, international, multi-cultural, and youthful organization. We value challenging the status quo, striving to continuously improve processes, services, and way of working together, and collaborating across all different parts of our organization and across our global community to achieve the best service for our clients.

If you're looking for an employer that values your personal as much as your professional time; if you're looking for an employer that will challenge you to continue to grow and develop yourself; and if you're looking for a community dedicated to top quality service and innovation in the financial sector, **then you've come to the right place!**

My name is Arnout Bloys van Treslong, and I have the pleasure of leading this fantastic organization. I hope you take a bit of time to read through this culture book and do some self reflection to decide if ING is really the right fit for you. This book will give you a better look at who we are and how we operate every day.

If you do decide to join us, I very much look forward to welcoming you into our team!

Happy reading!

*Arnout*



Behind the

banking curtains



## ING Hubs Slovakia

Originally from the Netherlands, ING is operating in more than **40 countries**, and one of the biggest and most innovative banks in Europe with **38 million clients** and more than **55.000 employees**.

In our ING Hubs Slovakia in Bratislava, you will meet:



more than 1400 colleagues



from more than 30 countries



speaking more than 25 languages

... and still counting!

# This is us



# Nice to meet you!

With knowledge, passion and experience.

By joining our shared services centre, you will have a unique opportunity to see the banking from behind the curtains.

Our mission here is simple and yet still important:

**Support ING in becoming a love brand and a banking platform.**

- On daily basis, we support our front-office colleagues from all around the world.
- At the same time, we make sure our corporate clients get the best services possible.

We are one of 4 Shared service centers in ING.

Our Shared Services Center in Bratislava is a key partner for ING branches all around the world. We provide our expert knowledge in many different areas such as:



### Daily banking

- 1st and 2nd line of support to our clients on a newly established Commercial Banking channel
- Management of the entire life cycle of Payments, including the manual payments processing as well as complex investigations



### Anti-money laundering

- Monitoring of suspicious transactions
- Customer Due Diligence, detailed background checks of our corporate clients



### And so much more

- Quality Assurance, Risk Management, IT Support, IT development, ...





# Our moral

# compas

[Find out more](#)

With integrity above all, the **Orange Code** is our manifesto, describing the values and behaviours that define us and what it means to be ING.

## The ING Values

Our values are the non-negotiable promises we make to the world, the principles we stick to no matter what.



## The ING Behaviours

Our behaviours are the commitments we make to each other and the standards by which we measure performance. These behaviours are what set us apart.



If you have reasonable suspicion of misconduct including criminal, unethical or any other misconduct inflicted on, or by, someone in the ING, please contact [whistleblower7@ing.sk](mailto:whistleblower7@ing.sk).



**Hybrid mode**

**As a new normal**

In ING Hubs Slovakia we have adopted a new way of working – the Hybrid Mode.

This experience will lead us forward towards a more flexible workplace setup – be it in the office or at home.

The time spent at home and in the office can differ per department, team and individual based on the type of work or other circumstances. The teams collaboratively decide on the practical organization of work and time spent in the office or at home in a spirit of trust and flexibility, while ensuring business continuity and customer service.





This is how

we do it

## Agile Way of Working

Agile principles are based on tried-and-tested agile working methodologies and are shaped by best practices and learnings from inside and outside our organization. They apply to everyone at ING.

**We believe that empowering people and creating self-steering teams are the best ways of how we can work together and provide the best service to our customers.**

Our unwritten and written rules of everyday life at work include:

- social contracts
- daily agile rituals (standups, check-ins, retrospective sessions)
- caring about each other's talents and challenges
- providing continuous two way feedback
- and constantly improving our daily operations is part of our way of working and creating better ING every day.



# Walking the

# “virtual” talk

## Working hours and holidays

During these challenging times, we prioritize well-being and work-life balance.



Our working hours remain the same; we pride ourselves for **working 7:45 hours a day**. Moreover, we encourage you to **take regular breaks, check in with your colleagues during the day and take holidays regularly**.

We share not only our responsibilities but also whatever may help each of us to stay mentally and physically strong, to be efficient in our everyday tasks and to contribute to the overall ING mission.

We are working during the opening hours of ING branches.

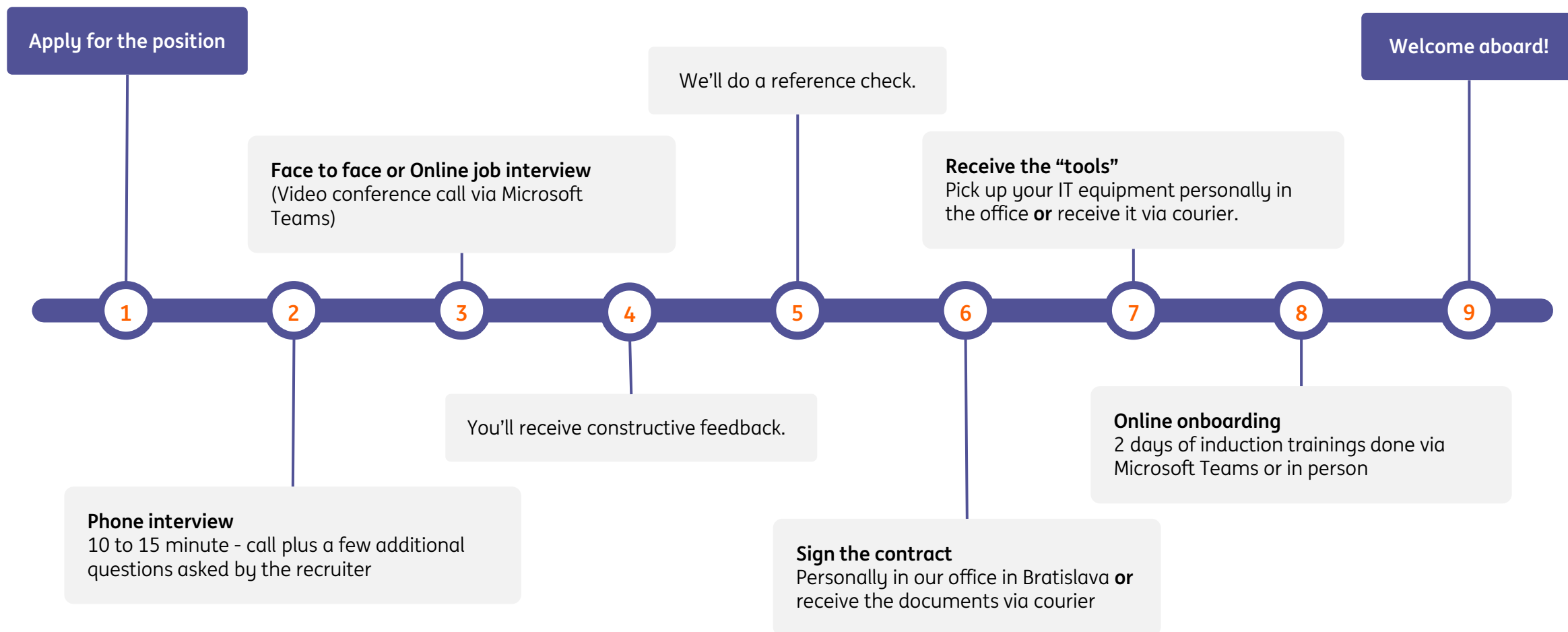


That means **we are covering times from 8am to 6pm**. Our teams are empowered to **distribute the workload and working hours** based on preference, bearing in mind the 7:45 working hours.

For example, if you are an early bird, you can have the morning shift. If you prefer the later shift, share and agree on it with your colleagues through your team's social contract.



# Begin your ING journey





A vibrant outdoor scene featuring two women jumping on a green-trimmed trampoline. The woman in the foreground is wearing a grey leopard-print dress and has her legs extended horizontally. The woman behind her is wearing a black and white striped dress. A small, fluffy white dog stands on the grass to the left of the trampoline. The background is a dense wall of green foliage and trees.

Do your thing

with ING by your side

[See all open positions here](#)





Growing

together

ING Hubs Slovakia in Bratislava is the banking/finance shared services center in Slovakia, therefore it is a perfect place to gain solid foundation and variety of knowledge and skills in banking back office. If you choose to start your career with us, we will support you on your way.

With regards to seniority, it is up to your goals, ethics, teamwork, going extra mile and results how you perform. In terms of spreading your knowledge and rotate in other teams, we are ready to support you after 1 – 2 years in the position.

# Benefits and

## contribution



### Family

- Flexible working hours (exception for teams with specific service hours)
- Up to 1 hour extra weekly with your loved ones; we reduced our weekly working hours to 38,75
- We celebrate your special moments – child birth, wedding day and registered partnership contributions



### After the first year

- Work in another department for the day/week/month (shadowing) and extend your expertise
- 3rd pillar contribution
- Extra vacation days
- Work anniversary award after 3 years



### Other extra contribution

- New hire welcome package
- Online eshop where you spend your cafeteria points
- Referral 1000E
- Life insurance contribution
- Team activities/buildings
- Employee awards recognition
- Yearly bonus
- Home office contribution



### Health and wellbeing

- Extra Personal Days-off, which may be used for any personal activity
- Extra Sick leave compensation
- Fruit, coffee, and tea at workplace
- Relax zones, Gym, Yoga room and Game room at our newly designed premises
- Enjoy our commonly shared library with old books
- Employee Assistance Program – External psychologists and psychotherapists are here to assist you by phone in case of need





Do the

right thing



## #Dare to Help

Helping others and our planet is a key part of our DNA. This is where we've been active during the last few years and where we would like to achieve even more in the future:

- Sustainability and environment protection: recycling and waste separation, growing own food, Green Bratislava trash bag challenge, reusing our old company IT hardware
- Animal awareness: regular discussions with external partners (ie Animal Ombudsman, Sloboda Zvierat), Animal Shelter donations
- Supporting disadvantaged groups: donation of schools supplies for kids from disadvantaged families, long term partnership with Usmev ako Dar
- Rainbow Lions



## #Dare to Play

We all know it: it's not just about the work. We need to take a break from time to time. Our Engagement crew makes sure we all have a bit of fun at work – from small activities to bigger events.

Even though the majority worked from home for the past months, we managed to organize several online gatherings. These are just few of them:

- Online Christmas Party
- Regular online Pub Quizzes
- Online Treasure Hunts
- Bratislava Talks Online





Come and

visit us !



### ING Hubs Slovakia

Plynárenská 7/B  
821 09  
Bratislava



Miletičová stop  
Bus no. 70  
Trolleybus no. 71, 72, 42

Plynárenská stop  
Bus no. 87



Parking place for visitors in front of the building



Bicycle stands available





do your thing