



18th October 2023

AIB announces new Managing Director Retail Banking, Chief People Officer and Chief Technology Officer

- Geraldine Casey as Managing Director Retail Banking
- David McCormack as Chief People Officer
- Graham Fagan as Chief Technology Officer

AIB has today announced the appointment of Geraldine Casey as Managing Director Retail Banking, David McCormack as Chief People Officer and Graham Fagan as Chief Technology Officer. Each take up their roles immediately, with David and Graham joining Geraldine on the Group's Executive Committee.

Geraldine Casey will be responsible for overseeing and implementing strategy across AIB's Retail Banking business, which includes Homes, personal and business lending as well as Ireland's largest branch network. Retail Banking includes 4,000 staff, serving customers the length and breadth of the country. Geraldine has been AIB's Chief People Officer for the last three years, including during the pandemic and she pioneered a number of progressive policy changes including the right to disconnect, placing an emphasis on Inclusion & Diversity, the future of work, and creating supports for our people at various life stages. She has over 20 years' experience in retail, having held a number of senior roles at Tesco Ireland, as a member of the Executive working across operations, IT, communications and people management positions.

David McCormack has over 20 years experience in human resources, most recently as Deputy Chief People Officer at AIB and prior to that held the role of Head of HR in AIB UK for a number of years. He has been responsible for overseeing the design and implementation of many significant programmes aligning employees to the strategic and cultural ambition of the Group. He led the development and implementation of the hybrid working model for AIB's people, while enhancing the diversity agenda in AIB, leading to Gold accreditation from the Irish Centre for Diversity last year.

Graham Fagan has held a number of senior management roles in AIB over the last seven years, most recently as Director of Technology Transformation. He is an experienced technology leader, having worked across a range of senior roles in banking and multinational organisations over the last 25 years. He has extensive experience leading large-scale, skilled teams across all aspects of technology management, including application development, technology infrastructure, cyber security and digital transformation. During his time in AIB he has been instrumental in leading the Group's technology response to Covid, modernising our data centres and transforming technology operations.

AIB Group Chief Executive Colin Hunt said "I'm delighted that three proven leaders are taking the next steps in their careers with us at AIB, reflecting the strong quality of management in our organisation. Geraldine's retail and people experience will bring an even greater customer, commercial and people focus to our Retail business. Geraldine joins Cathy Bryce who is Managing

Director of AIB Capital Markets and Hilary Gormley, Managing Director of AIB UK in leading our revenue-generating business areas.

“David brings decades of people-centred innovation and support to the CPO role. He has helped drive significant cultural change and make AIB a better place to work for our people, and I’m sure he will do so for years to come. I know that Graham’s extensive technology expertise will ensure that we continue to deliver and innovate our digital offering to serve the evolving needs of our customers. I wish Geraldine, David and Graham the best of luck as they work every day to support our 3.2 million customers, and our c.9,500 people.”

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