



Allied Irish Bank (GB) - Banking On People

26th October 2001

Allied Irish Bank (GB) has retained its recognition as an Investor in People for an impressive third time. Recognised across its 34 branch network since 1995, Allied Irish Bank (GB) was among the first business banks to be awarded corporate recognition, stealing a march on many of the big clearing banks.

The benefits of the Investors in People Standard for Allied Irish Bank (GB) are clear; and can be seen beyond staff skills and satisfaction alone. Allied Irish Bank (GB) has been voted "Best Business Bank" for the fourth time in a row by the Forum of Private Business*, highlighting its service excellence and the quality of the individual relationships it maintains with its many customers.

Having knowledgeable and experienced business bankers is just one of the Bank's many strengths underpinning the Forum Award. This is a real differentiator for the Bank in its marketplace and one which they maintain through continued significant investment in training and development initiatives. An example is their recently introduced 3 week long business banker programme where bankers from all branches are benefiting from a highly practical action learning programme.

Allied Irish Bank (GB) General Manager, Aidan McKeon is delighted: "Having Investors in People is part and parcel of our whole approach. Our focus on people - our staff and our clients - informs all we do. The Investors in People Standard has provided us with a benchmark so we can play to our strengths - and identify and address any weaknesses."

"By developing our first class professionals," he continues, "we are able to deliver the best quality advice and services. We believe keeping all our people, from administrative staff to senior managers, enthused and informed has a direct impact on the way we operate."

Allied Irish Bank (GB) Training Manager Maura O'Mahony adds, "Our people are the face of the bank, and in a competitive market they are an increasingly important differentiator. Our continued work with Investors in People and the recognition we have had from the Forum of Private Business indicate that we are getting something right!"

The Investors in People Standard is a tried and tested flexible framework that helps UK companies succeed and compete through improved people performance. Assessors from Investors in People interviewed nearly 100 Allied Irish Bank (GB) staff members across the country to assess the bank's commitment to developing its people, supporting its quality of service and its overall business performance.

Further Information

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About Allied Irish Bank (GB)

Allied Irish Bank (GB) is a trade mark used under licence by AIB Group (UK) p.l.c.

*It has four times been voted "Best Business Bank" - 1994, 1996, 1998 and 2000 by the Forum of Private Business. This biennial survey looks at the relationship between businesses and their banks, in particular the quality of their people and their operational efficiency. The survey clearly demonstrates that successful businesses need a good bank and a good manager. Allied Irish Bank (GB) has proved best in both categories.

About Investors in People

The Investors in People Standard provides a framework for improving business performance and competitiveness through good practice in human resource development.

Companies that have achieved the Standard have been successful in adopting and maintaining its four fundamental principles:

- commitment to develop all employees to achieve business goals and targets
- regularly reviewing training and development needs in the context of the business
- taking relevant action to meet training and development throughout people's employment
- evaluating outcomes of training and development for individuals and the organisation as a basis for continuous improvement.