



AIB appoints Operations Director

4th May 2005

AIB Group said today (May 4) that Steven Meadows has been appointed as its first Director of Operations. US-born Mr Meadows will report to AIB's Group Chief Executive and will be a member of the Group Executive Committee.

He will be responsible for defining and implementing an operations management strategy to meet AIB Group's current and emerging business needs.

He will have line responsibility for:

-operating, manufacturing and developing all AIB's main processing activities

-for all aspects of IT infrastructure and applications development

-for contact centres, for credit support and for payment systems.

He will have a clear objective to reduce operational risk and to meet demanding service quality and efficiency targets. He also will be responsible for the design, implementation and management of AIB's overall operations and technology infrastructure. This involves a plan to optimise the benefits of commonality and economies of scale across AIB Group.

It is expected that the newly-created role will contribute significantly towards the enhancement of shareholder value.

Mr Meadows is a graduate of Clemson University, South Carolina and has a post-graduate qualification in Industrial Management from the Georgia Institute of Technology. He has worked with a variety of companies, including Ford and AT&T, and has been a consulting Partner with AT Kearney and Towers Perrin. From 1997 until 2003 he held a variety of senior executive positions with Citigroup, including Head of Operations for their corporate and investment bank in Europe, when his responsibility included the Citibank operations in Dublin. He has most recently been Executive Director, Moore School of Business, University of South Carolina.

He takes up his new role on Wednesday 1 June 2005.

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