



31 March 2025

AIB partners with AsIAM to become first Irish bank with Autism support in every branch

All 170 AIB branches around Ireland accredited to ensure they are as accessible and inclusive as possible for Autistic people

AIB has partnered with Ireland's Autism charity, AsIAM, to make all of its 170 branches around Ireland as user-friendly as possible for Autistic people. AIB has the largest branch network in Ireland and every AIB branch has received Autism Friendly Accreditation from AsIAM to ensure they are as accessible and inclusive as possible for Autistic people. This makes AIB the first Irish bank to receive the accreditation for all its branches.

The branch sensory environment has been enhanced to include changes in lighting to make the public areas of our buildings warmer and more accessible. Dedicated quiet spaces and sensory kits are also available at each location. In addition, we are providing sensory maps on our website showing the layout of each of our branches to help customers plan their visit. We are also delighted to partner further with AsIAM in providing specialised customer support training in Autism Understanding and Acceptance to colleagues across the branch network.

AIB's Managing Director Retail Banking, Geraldine Casey said, "AIB has the largest branch network in Ireland and with the support of AsIAM, we are delighted to say that all of our branches have been enhanced to make them as user friendly as possible for autistic people, making AIB the first Irish bank to receive the accreditation for all its branches. Our branches play an important role in communities around Ireland and our people are committed to ensuring that they are as inclusive and welcoming as possible for all." "

AsIAM's CEO, Adam Harris said "We are absolutely delighted to see AIB leading the way as the first Irish financial institution to provide Autism support in every branch. This is a landmark step toward true inclusion and accessibility, ensuring that Autistic individuals and their families can navigate everyday banking with confidence, dignity, and understanding"

Emma Connolly, Occupational Therapist, Flourish and Be, Inclusive Hair Salon owner and AIB customer said "It's fantastic to see all AIB Branches becoming more inclusive and responsive to the diverse needs of our community. By becoming AsIAM accredited, and implementing small yet meaningful changes, they are creating a more welcoming environment that helps Autistic people feel valued and supported in their everyday banking experiences. I know that for my customers and their families, it will make a real difference for them in the branch."

ENDS.

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Picture caption (photo credit: Barbara Egan, Reportage):

AIB's Branch Manager, Clonakilty, Co. Cork, Stephen Rowe and Emma Connolly, Occupational Therapist, Flourish and Be, Inclusive Hair Salon owner and AIB customer, pictured in AIB Clonakilty, Co. Cork. AIB has partnered with Ireland's Autism charity, AsIAM, to become the first Irish bank with Autism support in every branch. AIB has the largest branch network in Ireland and every AIB branch has received accreditation from AsIAM to ensure our locations are as accessible and inclusive as possible for Autistic people.