



OUR STRATEGIC PROGRESS

GROWTH AND TRANSFORMATION

In the first six months of 2023, as the Group approaches the close of our current three-year strategic cycle, AIB has continued to drive progress across our five Strategic Pillars, delivering transformation, an enhanced product suite and inorganic initiatives, along with an enlarged customer base.

Strategic Pillar	Initiative	H1 2023 Update
CUSTOMER FIRST	DELIVERING FOR CUSTOMER NEEDS ACROSS THE GROUP 	<ul style="list-style-type: none"> Opened a further c. 185,000 new accounts, as we continued to welcome customers from exiting banks Launched AIB life, our joint venture with Great-West Lifeco, providing a suite of life, pensions and savings products to AIB customers Launched Goodbody-Private, providing Goodbody's full product and service offering to AIB Private Banking customers CCPC clearance received for acquisition of c. €5bn Ulster Bank's tracker mortgage portfolio; migration expected to complete in H2
SIMPLE & EFFICIENT	CHANGE DELIVERY, RESILIENCE FOCUS 	<ul style="list-style-type: none"> Launched AIB Business – a new mobile banking app for business customers, available to over 70k businesses Passed a major milestone with over €1bn in new business loans written through our new Business Credit platform (nCino), achieving high automation rates with two-thirds of applications auto-decisioned Launched a new Agile change model across the enterprise, increasing the efficiency and effectiveness of our transformation delivery and modernising our overall change approach
RISK & CAPITAL	CAPITAL, CREDIT AND LEGACY ITEMS 	<ul style="list-style-type: none"> Completed a directed buyback with the Irish State in April Paid an ordinary dividend of 6.2c per share on 12 May, an increase of 37.8% versus 2022 State shareholding reduced from c. 56.89% to c. 46.90% in June, as a result of disposals as part of a pre-arranged trading plan, a directed buyback and a share placing in an accelerated book build to institutional investors
TALENT & CULTURE	TALENT DEVELOPMENT; UNIVERSAL INCLUSION 	<ul style="list-style-type: none"> Employee engagement strategy that incorporates new ways of listening – 82% of colleagues satisfied with AIB as a place to work Updated Remuneration Policy to reflect our intention to provide healthcare benefits from 2024 and a variable remuneration scheme based on performance in 2023, payable in 2024 Continued momentum on building an inclusive workplace through universal inclusion campaigns, progressive people policies, diversification of our talent pipeline and training for all employees
SUSTAINABLE COMMUNITIES	ENVIRONMENT 	<ul style="list-style-type: none"> Became the first bank in the world to secure a scientifically validated electricity generation maintenance target from the SBTi, recognising the existing low-carbon intensity of AIB's electricity generation loan book Partnered with the Farm Zero C project, which aims to create a climate neutral model for dairy farming
	SOCIAL 	<ul style="list-style-type: none"> Second social bond issuance; a €750m transaction that marked the largest orderbook of all AIB's outstanding senior debt Launched the AIB Community €1 Million Fund 2023 to support another 70 local charities; c. 16k nominations received from our customers, our people and members of the public
	GOVERNANCE 	<ul style="list-style-type: none"> Returned to majority private ownership with reduced State shareholding and enhanced liquidity with free-float of 53.10% in June Appointment of Professor Valeria Andreoni as the AIB Professor in Sustainable Business at University College Cork

Key:



Digitalisation



Ways of working



Sustainability



Business model