For the life you’re after

AIB Group plc

Social Impact Report 2024-2025

What's inside

Welcome to AIB's Social Impact Report

This report outlines in three main sections how we are looking to make a positive difference to communities, to the lives of our customers and colleagues, and to climate and nature every day.

At the start of each section there is an overview of the work we are doing in each of these areas, and why. Then we get into the evidence – the numbers, the stories, the people, the real-life examples of infrastructural transformation, business innovation, rural regeneration, housing solutions, community action and care, nature restoration, and the GAA, the life-blood of so many townlands and parishes.

You can read this Social Impact Report cover to cover – it's a quick read – or dip in and out, section by section. This report offers a snapshot of the difference we're making, not just as a bank, but as part of the communities we serve.

Foreword

When I became CEO in 2019, AIB had already started on its sustainability journey, which began back in 2016.

One of my key aims was to continue to shape the organisation into one that not only performs well financially, but also contributes meaningfully to the world around us.

Today, sustainability – what we call 'greening our business' – is one of our three strategic priorities, and it is at the heart of everything we do.

This Social Impact Report gives a glimpse into the progress we've been making on sustainability over the past 18 months particularly, from 2024 into 2025.

However, this report is more than a sustainability update – it's also a social progress report. Because these two principles go hand in hand.

The definition of sustainability that's often quoted is "meeting the needs of the present without compromising the ability of future generations to meet their own needs."

Sustainability is about supporting resilient communities, building better housing, supporting education and healthcare, protecting the natural world we all depend on and upholding progressive social values like equality and diversity.

When we don't act on sustainability, we make it harder to act on all the things that really matter to us.

I'm proud of what we've achieved so far, and I'm even more hopeful about what's ahead. Becoming a more sustainable organisation isn't just the right thing to do – it's also how we'll continue to thrive and make a positive social impact.

"It's a simple idea, but a powerful one. People want to know that the choices we make today will leave the world in good shape for their children."

Thank you for taking the time to read this report. I hope it gives you a sense of the work we're doing, the values that guide us, and the future we're working towards.

Colin Hunt
Chief Executive Officer

Introduction

AIB Sustainability Reporting Suite

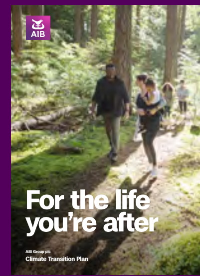
This Social Impact Report is part of a suite of AIB reports and documents published to tell different aspects of our sustainable journey. Some are more detailed and technical and some, like this one, give an overview of the things we're funding and supporting. Together, these documents are part of AIB's commitment to increased harmonisation and transparency in sustainability reporting.

Annual Financial Report

Sustainability Disclosures Tables

Social Impact Report

Climate Transition Plan



How we measure impact

A snapshot of key impact measures as taken from our Annual Financial Report 2024

All metrics referenced in the report are sourced from the 2024 Annual Financial Report, unless otherwise stated.

Helping Customers to Buy their First Home

€2.79bn

New lending extended to first-time buyers in the Republic of Ireland (ROI)

Greening our Business

€16.6bn

Cumulative green and transition lending since 2019

Universal Inclusion

43%

Women as % of management

70

Charitable donations

In 2024, 70 charitable organisations received funding from the AIB Community €1 Million Fund across Ireland, Northern Ireland and Great Britain.

236

170 AIB branches and 66 EBS offices in ROI

€110bn

Customer accounts

2.27m

Digitally active customers

89%

Employee satisfaction rate (H2 2024)

57

Nationalities represented in AIB's workforce

AIB's strong sustainability performance assessed by key agencies

Our performance continues to be recognised by independent ESG ratings agencies where we hold leadership positions.

SUSTAINALYTICS	15.9
MSCI	AA
S&P Global	66
CDP	B

AIB achieved the 2024 Industry Top Rated with Sustainalytics, and is a member of the S&P Global CSA Sustainability Yearbook 2024. Information correct as at July 2025. For more information, see **https://aib.ie/sustainability/esg-ratings-slide**

Introduction: Highlights

2024-2025 in Review

Warmer homes

Sustainability is an important cornerstone of AIB's approach to helping people buy their own homes, and our mortgage products cater for every stage of the journey – from buying a first home, to moving, building or renovating.

Read on for more details on some of our customers, including Churchfield Home Services, whose mission it is to make homes energy efficient, more comfortable and more valuable while reducing a dependency on fossil fuels.

35%
of all new mortgage lending was for energy efficient homes

→ **Read more p07**

Climate solutions

We announced over €20 million in sustainability-focused education and research in 2024 at our Sustainability Conference, including €10 million for the AIB Trinity Climate Hub at Trinity College Dublin.

Our commitment to the AIB Trinity Climate Hub is matched with equal support for the Innovate for Ireland PhD programme, which supports research into biodiversity, climate resilience and ecosystem services.

€20m
in sustainability focused education and research

→ **Read more p34**

One mile, one mission

In 2024, AIB colleagues, customers and their families came together to support the annual Christmas Day GOAL Mile. Over 200 GOAL Miles took place in towns, GAA clubs and parks across Ireland, raising €750,000 to support life-saving humanitarian work in the Sudan, Gaza, Lebanon, Syria and Ukraine, and vital climate development projects in vulnerable communities.

€750,000
Raised

→ **Read more p15**

Clean energy

Renewable energy continues to power ahead, with strong demand for financial support as economies transition away from fossil fuels to meet European and national climate ambitions. AIB is helping to finance the development of new clean energy infrastructure and is supporting the innovation that will help secure our energy of the future.

Read on for our case study content, including Greenlink, Seagreen and Irish company VIOTAS.

€5.1bn
in lending

→ **Read more pp 32 and 33**

Good for business

In December 2024, we launched our SME Steps to Sustainability, a go-to resource to support SME businesses across the country on their sustainability journey. The programme has six sections to guide business owners through their sustainability journey.

We also have tailored guides for specific industries, helping businesses to 'green' their operations and drive operational performance and sustainability at the same time.

1,500
active users as of July 2025

→ **Read more p10**

Introduction continued

Our Strategy for the Future

Three areas of strategic focus

Customer first

Our commitments

We're working to build trust and long-term relationships with our customers by providing more connected financial solutions – supporting them in ways that work for their lifestyles and needs.

→ **Read more about our customer-first approach and our role in the community here**

Greening our business

We're investing in climate action to drive positive change for people and places – mobilising capital, supporting progress and innovation, and continuing to build on our sustainability leadership.

→ **Read more about greening our business here**

Operational efficiency

We're making sure we have the right people, tools and systems in place to deliver on our goals and create lasting impact – now and into the future.

→ **Read more about our people-first culture here**

The United Nations Sustainable Development Goals (UN SDGs) represent the global agenda for sustainable development against which companies can report their positive and negative impacts. While AIB supports all 17 UN SDGs, we believe we can make the most sustainable and scalable impact in those listed here.

Supporting Stronger Communities

At AIB, we are supporting the development of thriving, more resilient communities, from the top down and from the bottom up.

We're financing the vital social infrastructure that we all need to raise our families, to work and to socialise, like local businesses, schools, hospital and health care settings, or large infrastructural projects like renewable energy, broadband or transport.

How we're making a difference

170 branches and **66** EBS offices in ROI

Supported **c. 10,000** customers to buy their first home

AIB Community €1 Million Fund supported over 70 local organisations in 2024

Community

Financing the heart of every community

Since 2020, AIB has raised €6.9bn through green and social bonds, more than any other Irish bank, giving us the proceeds to support even more sustainable projects in communities throughout the country.

We are backing innovation and enterprise in our towns and cities, with SME sustainability finance and support, as well as a range of programmes to make farming more viable. We are financing large-scale projects to help secure the energy needed to power our communities.

→ **Read more on p31**

We are also supporting national housing agendas in the ROI and the UK by funding social and affordable housing projects, and by helping more people to buy warmer, more efficient homes through our green mortgages and retrofitting loans.

Building Climate Resilience

Climate change is already affecting communities across Ireland and around the world. In Ireland, the Environmental Protection Agency's Climate in the Irish Mind research shows that over 80% of people are concerned about climate change, and 75% believe extreme weather poses a risk to their own community.

While most people want climate to be a top priority for Government, the scale of the challenge means public funding alone isn't enough. That's why sustainable finance is essential.

Banks and financial institutions like AIB play a critical role – not just in funding climate solutions, but in helping communities become more resilient to climate impacts and helping to build a more secure future.

Donal and Orla Began, who are building their home in Monaghan, along with their dog Oscar and their AIB homes adviser, Olivia Daly (Photograph: Barbara Egan/Reportage Creative)

Your home, your future – why AIB is the trusted mortgage partner

Our mortgage products cater for every stage of the journey – from buying a first home, moving, building or renovating.

We want to ensure everyone's mortgage journey is as seamless and convenient as possible. Customers can apply for their mortgage through the channel that suits them best – on-line, in branch, or by phone.

Our advisers help customers with planning, saving and understanding how much to borrow. Sustainability is an important cornerstone of AIB's approach to helping people buy their own homes. Our green mortgage rates – starting from 3% – are available to customers whose homes have a Building Energy Rating (BER) rating of A1 to B3.

These rates apply to both new and existing customers, including customers retrofitting to improve their home's energy efficiency. For the first six months of 2025, 58% of our new mortgages in Ireland were green mortgages.

Retrofitting made easy

In December 2024, AIB published a comprehensive AIB Home Retrofit Report, which provides a wealth of information about the range of retrofit options available for customers, including AIB green financing options such as the low-cost SBCI Home Energy Upgrade Loans Scheme (HEULS). HEULS supports energy efficiency and renewable energy upgrades that are grant-aided by the Sustainable Energy Authority of Ireland (SEAI). Customers can borrow amounts from €5,000 to €75,000 at a competitive AIB rate of 3.55% APR, which can be paid back over a period from one year to ten years.

Community continued

Mick O'Beirne, Area Head of Homes Dublin, and Noel Rowland, CEO of Churchfield Home Services

Case study

Making homes warm, comfortable and more valuable

Churchfield Home Services is an AIB customer, and a Warmer Homes and SEAI approved 'One Stop Shop' for home energy upgrades. Its mission is to make homes energy efficient, more comfortable and more valuable while reducing a dependency on fossil fuels – rhyming completely with AIB's sustainability priority to help green our built environment, ensuring that more people can live in warmer, healthier homes.

Churchfield has helped nearly 6,000 people retrofit their homes across Dublin and surrounding counties, and more recently across Connacht and the rest of Leinster, with a range of services from wall and attic insulation, to installing solar panels.

It has also partnered with the SEAI on making community housing schemes warmer and more cost-efficient.

Churchfield's CEO, Noel Rowland, believes it is important that retrofitting is made as simple as possible. "Retrofitting your home makes sense on so many levels," says Noel, "But it can also be complicated and a little daunting for many people. Our goal at Churchfield is to firstly understand our customers' needs, and then to provide a seamless and expert step-by-step service: from initial energy assessment right through to the finished job.

"We can talk customers through their proposed upgrade options digitally, which makes it far easier to understand and see virtually what might work best. It also means our work is scalable, from local to national. While retrofitting remains a big decision for many homeowners, we can make it easier, allowing more people to transform their homes."

Shaping the future of social housing in Ireland

We are determined to play our part in supporting the Irish Government's Housing for All strategy through innovative support for social housing. In 2024, we provided €135 million in lending to fund social and affordable housing in the Ireland and £112 million to fund social housing in the UK, unlocking new housing supply and revitalising underused urban spaces.

AIB is a significant lender to several Approved Housing Bodies (AHBs), helping thousands of people on the social housing waiting list to get the keys to their own homes. We support Ireland's largest AHB, Tuath Housing, in tackling Ireland's housing challenges and, since becoming a Corporate Banking customer in 2017, Tuath has received AIB funding for nearly 270 homes.

A standout example of our partnership is the redevelopment of Park West Plaza in Dublin. Once a derelict office complex that had been vacant for over 20 years, the site has been reborn as a vibrant residential community. With AIB providing private finance to acquire 43 homes in the scheme, as well as support from the Department of Housing and Dublin City Council, Tuath has converted two four-storey office blocks into 86 modern apartments. This €26 million retrofit provides secure, comfortable and efficient homes for over 200 people on the local housing list. The project was Ireland's first large-scale office-to-residential conversion, and has been recognised with an Irish Council of Social Housing's award for Best Creative Delivery, Supply & Collaboration.

Supporting homes, celebrating homeowners

In the first half of 2025, 61% of AIB mortgage lending went to first-time buyers, supporting 4,000 more people to buy their first home. New lending reached €4 billion by 30 June 2025. This is on top of 10,000 supported in 2024, when €2.8 billion of new lending went to first-time buyers. We are well on our way to reaching our target of providing €6 billion to first-time buyers by 2026.

In 2025, we also renewed our sponsorship of popular RTÉ show Home of the Year, which attracts an average weekly audience of 335,000 people live, with more people watching through the catch-up series. In addition, we created a brand-new companion series called Home of the Year: Unseen.

This mini-series focused on the stories of the people behind the homes and their journey from Home Buyer to Home of the Year contender.

Community continued

Atlantic Technological University (ATU) Galway

Funding higher education – supporting next generation talent

In June 2025, AIB proudly supported a significant second Higher Education Public Private Partnership (PPP) to deliver state-of-the-art buildings across college campuses in Waterford, Limerick, Donegal, Galway and Carlow. These facilities will accommodate the needs of an additional 3,600 students, with a strong focus on Science, Technology, Engineering and Mathematics (STEM) disciplines.

This follows AIB's funding of the first Higher Education PPP bundle, which included approximately c. 38,000 sq. m. of buildings serving about c. 5000 students across six sites nationwide, with construction now nearing completion.

These long-term investments in education infrastructure reflect AIB's commitment to supporting the next generation of talent and advancing a knowledge-based economy through high-quality learning environments.

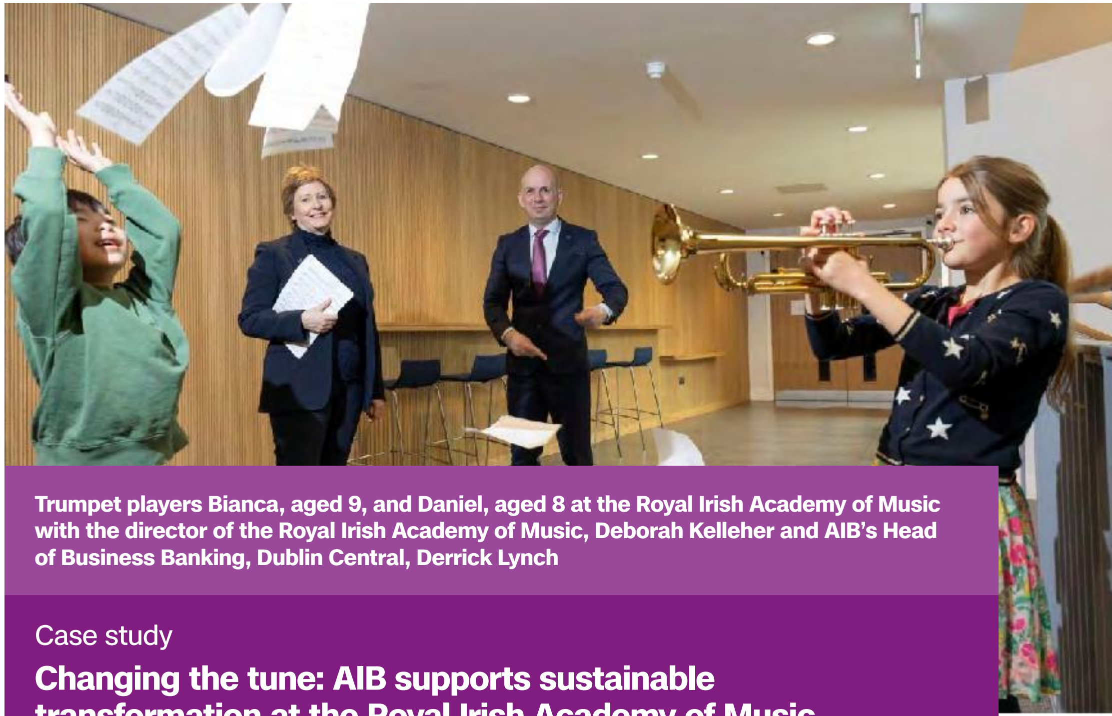
Case study

Green living for brighter futures

AIB has supported developers NTM Capital with the construction of high-quality, sustainable student accommodation. The development portfolio has provided safe and accessible A-rated Purpose-Built Student Accommodation (PBSA) properties with nearly c. 1000 beds across three sites in Galway, Cork and Dublin.

Sustainability is central to modern student living. Westwood House in Galway transformed a former hotel site into a vibrant student community and Highfield House in Dublin was recognised with the Housing Development Award at the inaugural Towards Net Zero Ireland Construction Awards, reflecting its excellence in sustainable design and construction.

We are helping customers futureproof their commercial buildings by financing energy efficient upgrades that reduce costs, improve comfort and enhance market value.



Trumpet players Bianca, aged 9, and Daniel, aged 8 at the Royal Irish Academy of Music with the director of the Royal Irish Academy of Music, Deborah Kelleher and AIB's Head of Business Banking, Dublin Central, Derrick Lynch

Case study

Changing the tune: AIB supports sustainable transformation at the Royal Irish Academy of Music

With rising energy prices, evolving legislation and growing demand for sustainable spaces, businesses are increasingly investing in greener premises. From financing green upgrades to supporting cultural institutions, AIB is proud to play a role in building a more sustainable and vibrant future for Ireland.

We are helping customers futureproof their commercial buildings by financing energy efficient upgrades that reduce costs, improve comfort and enhance market value.

Our funding covers measures such as heat pump systems, solar photovoltaic (PV), advanced glazing and insulation.

The Royal Irish Academy of Music (RIAM) is a long-standing AIB customer. Located on Westland Row in Dublin, RIAM's campus has undergone a major redevelopment, funded by AIB, the Irish Government and philanthropic donors.

The new six-storey facility includes a recital hall, opera rehearsal space, 75 acoustically adjustable teaching rooms, a sonic-arts hub and a music therapy centre.

Sustainability was central to the campus design. RIAM installed advanced Heat, Ventilation and Air Conditioning (HVAC) systems, A-rated insulation and glazing to minimise energy use.

AIB also contributed high-quality furniture, providing both comfort and aesthetics.

The result is a modern, energy efficient conservatoire that reduces heating costs while improving the experience for students and staff and ensuring a safer environment for instruments.

Community continued

Business in the community: Supporting SMEs

Powering a greener future: AIB's new Business Sustainability Loan

Our new low-rate green loan helps businesses transition to a low-carbon economy, invest in sustainability and make important operational savings. It supports a range of green initiatives including renewable energy systems, zero-emission vehicles, green buildings, forestry, circular economy practices and waste management. These investments reduce environmental impact, cut operating costs and boost long-term business resilience. Available at a variable interest rate of 4.95%, our business sustainability loan covers amounts from €2,000 to €100,000, repayable up to seven years. Customers can apply in their local branch, over the phone or through their local adviser, with fast decisions and e-signing available.

We also provide a range of supports tailored to different business needs, with sector-specific guides and an on-line course with practical insights into how different industries can 'green' their operations and improve their competitiveness. Our team of advisers – embedded in communities across Ireland – are on hand to provide expert guidance and support every step of the way. This initiative reflects AIB's broader mission to support SMEs, which are the backbone of the Irish economy.

By helping businesses invest in sustainability, we are not only supporting growth and innovation in Ireland but also strengthening communities and protecting against future climate risks.

Pictured are Sean Rockett, Managing Director of Paper Assist Ltd and Geraldine Casey, AIB Managing Director Retail Banking

Case study

Supporting Paper Assist's sustainability journey

Sustainability is at the heart of Dublin-based company **Paper Assist**, a leading supplier of premium papers and bespoke envelopes.

Founded in 1998 by Sean Rockett, Paper Assist has sustainability embedded into its DNA and is creating a legacy of environmental responsibility for future generations. Paper Assist uses recycled, FSC-certified and carbon-balanced paper, empowering its customers to make environmentally responsible choices and offset emissions through accredited environmental projects.

The company also embraces the circular economy by repurposing wastepaper into shredded gift packaging, reducing landfill and adding value through creative reuse.

AIB's support has been instrumental in Paper Assist's latest green initiative: the installation of a 170-panel solar energy system, helping the company to become energy self-sufficient. With a capacity of nearly 75kW, this system is projected to cut energy costs by €10,000 annually and deliver €210,000 in lifetime savings.

Community continued

SME Steps to Sustainability – making sustainability an easier business choice

AIB's commitment to sustainability for Ireland's hard-working business owners and farmers goes beyond lending. In December 2024, we launched our SME Steps to Sustainability, a go-to resource to support SME businesses across the country on their sustainability journey.

The programme has six sections to guide business owners through their sustainability journey: from getting started, to developing a customised, practical action plan and learning more about resources and networks available to implement and sustain initiatives.

It also helps businesses understand carbon, its effect and its relevance to sustainability, and how to manage sustainability communications for employees and external stakeholders. While the self-led learning modules are suitable for a range of businesses, we have also tailored guides for specific industries, helping businesses to 'green' their operations and drive operational performance and sustainability at the same time. Our team of sustainability advisers – embedded in communities across Ireland – are on hand to provide face-to-face guidance and support every step of the way.

→ **For more information, visit SME Steps to Sustainability**

Pictured are Kallam Moriarty and Cliona Walker, founders of Éalú, with Roisin Healy from AIB

Case study

Sweet success on the Dingle Peninsula: how AIB helped the creators of Éalú chocolates

AIB has helped Kallam Moriarty and Clíona Walker turn a dream into a thriving reality: launching Éalú, a luxury chocolate brand as well as opening a new café at the Stone House on the scenic Slea Head drive.

For Kallam, Éalú – meaning 'escape' in Irish – was born from a long-held desire to create something of his own. With his wife Clíona, they began crafting hand-painted bonbons using locally sourced ingredients such as Dingle sea salt and Cúl Dorcha dark ale from West Kerry Brewery, Rogan's Smoked Sugar from Westmeath, and Two Stacks Irish Cream from the Newry Distillers.

As demand soared, the couple needed funding to keep up with their fast-growing business. AIB's local team in Dingle understood the couple's vision and provided tailored support every step of the way. With a fast, paperless business loan from AIB, Kallam and Clíona secured the support they needed.

From match funding for grants to helping them scale their café, AIB's support has been instrumental in their success.

> **At AIB, we understand Éalú's focus on growing and looking after its customers. The new platform for AIB business loans provides a fast and efficient paperless process, with funds available for draw down 24 hours a day.**
>
> **Róisín Healy**
> Branch manager at AIB in Dingle

Successful Sustainability in Northern Ireland

Through our partnership with the Northern Ireland Chamber of Commerce, we continue to deliver 'Successful Sustainability with AIB' events for professionals and businesses across Northern Ireland. Our 2024 events brought together leading voices in sustainability through a dynamic programme of discussions and panels around sustainability reporting and social impact, fostering meaningful collaboration with business leaders who are driving change in their industries. We've continued our partnership into 2025, working alongside our customers and key local stakeholders to navigate challenges, unlock opportunities and drive progress in sustainability – exploring how green growth is reshaping the business landscape across Northern Ireland.

Community continued

Empowering people with disabilities

Former Minister of State at the Department of Health and the Department of Children, Equality, Disability, Integration and Youth, Anne Rabbitte pictured with Dave McCormack, Chief People Officer AIB, Denis Doolan, Head of People Experience AIB, TU Dublin programme participants and partner representatives

Breaking barriers to business for people with disabilities

Since 2022, AIB has provided support to Technological University (TU), Dublin's pioneering programme to encourage and empower people with a disability to start their own business.

Delivered through TU Dublin's Continuing Professional Development programme, with the support of the Open Doors initiative, the 12-week course offers interactive sessions, expert guest speakers, individual mentoring, and access to university resources.

With AIB's sponsorship, the programme is free of charge for all successful applicants, removing financial barriers and ensuring equal access to opportunity. This reflects AIB's commitment to fostering diversity and inclusion, helping aspiring business people develop their ideas, build confidence, and develop the skills needed to launch their ventures.

From 2025, the AIB and TU Dublin Self-Employment for Persons with Disabilities Programme is expanding to an all-island programme.

As Professor Thomas Cooney, Director of the course, explains:

> **This course is about breaking down barriers and ensuring that everyone, regardless of ability, has access to the skills and support needed to become successful entrepreneurs. The success stories we've witnessed so far are proof that innovation and determination know no limits.**

Ciara Ryan, Head of Wealth & General Insurance, AIB Retail Bank

Case study

From film to food – two success stories

Paul Fitzsimons is a former TU Dublin course participant and established Prelude Content in Dublin to create top-tier film and TV drama content.

Paul was a producer on the multiple award-winning film Verdigris, which tells the story of a reluctant retiree who is struggling in a controlling marriage, until an unlikely friendship with an abandoned teen teaches her to live life on her own terms, no matter the cost.

Niamh Cosgrove co-founded the business Alternative Christmas Pudding in Cork City, which makes luxury Belgian chocolate Christmas puddings, flavoured with liqueurs and gift wrapped in velvet. The company is now expanding its product range to include Easter and special occasions.

Both Paul and Niamh have kept in contact with the TU Dublin course and have come back as guest speakers and mentors.

Supporting women in business to thrive

AIB and Network Ireland's partnership helps women advance professionally and personally. By backing initiatives such as Network Ireland, we aim to break down barriers and build a more inclusive business landscape – one where women are supported, celebrated and empowered to thrive.

In 2025, AIB supported Network Ireland's historic all-island International Women's Day Celebration at Croke Park. The event brought together voices from across the island to celebrate women's progress and to drive action. We believe that financial confidence is key to unlocking opportunity and, at the event, we hosted a Financial Planning stand, where our advisers offered guidance on financial wellbeing and future readiness.

Our partnership continues throughout the year: across all 17 Network Ireland branches, dedicated AIB employees act as liaisons – hosting events, offering speakers, supporting mentoring programmes and providing three months' free membership to AIB business customers.

Community continued

Championing agriculture and rural communities

Agriculture is the backbone of rural Ireland, sustaining both the economy and the social fabric of our communities.

Agriculture contributes significantly to Ireland's GDP and agri-food is Ireland's largest indigenous exporting sector, accounting for approximately 9% of goods exported and 6.4% of total employment.[1] At AIB, we support agriculture by encouraging innovation, supporting generational renewal and backing vital environmental caretaking.

Farming in Ireland supports vibrant communities, preserves cultural heritage and provides employment. Agriculture also sustains ancillary businesses in our communities such as veterinary services, agri-merchants, local shops and transport, while farmers and their families keep communities alive through their involvement in sports clubs and volunteer groups. Many farmers are diversifying into agri-tourism and value-added products such as artisanal cheeses and organic vegetables, creating new income streams and boosting resilience.

AIB at the 2024 National Ploughing Championships

Helping agriculture evolve sustainably

By investing in farmers, communities and climate solutions, AIB is ensuring that Irish agriculture continues to thrive – economically, socially and environmentally. With the average age of Irish farmers nearing 60, generational renewal is critical. Younger farmers bring a fresh perspective, and many are adopting climate-smart technologies and exploring innovative business models. Our initiatives include:

Signpost Programme: In partnership with Teagasc, AIB supports this national climate action initiative, which equips farmers with tools to reduce emissions, enhance biodiversity and improve water quality. Through workshops and expert guidance, farmers are supported to adopt climate-friendly practices.

Grass10 Programme: Also led by Teagasc and backed by AIB, Grass10 promotes optimal grassland management. By growing and utilising increased tonnes of grass per hectare annually, farmers reduce their reliance on imported feed and enhance carbon sequestration, improving both productivity and environmental impact.

Carbery Farm Zero C Project: As the exclusive financial partner, AIB backs this initiative to help dairy farms achieve carbon neutrality. By implementing low-carbon strategies, farmers reduce emissions and contribute to Ireland's climate goals.

AgTech Innovation with NovaUCD: AIB collaborates with NovaUCD to support AgTech start-ups developing solutions in precision agriculture, soil health and automation. This partnership drives innovation that helps farmers operate more sustainably and efficiently.

National Pollinator Plan: AIB supports the All-Ireland Pollinator Plan to protect Ireland's pollinators, essential for crop biodiversity. By encouraging pollinator-friendly habitats on farms and maintaining our own apiary of over 200,000 bees, AIB promotes ecological balance and soil health.

1. Annual Review and Outlook for Agriculture, Food and the Marine 2024, the flagship economic publication of the Department of Agriculture, Food and the Marine.

Community continued

Case study

Proving sustainability and profitability can go hand in hand – through Teagasc Signpost Programme

William Dennehy's farm is a model of climate-smart agriculture. Based in Currow, Co. Kerry, William joined the Teagasc Signpost Programme in 2021. Since then, he has made strategic investments in grazing infrastructure and livestock management to boost productivity and resilience. His approach includes contract-rearing heifers, maximising milk solids from a grass-based system and improving herd genetics through AI. Environmentally, William uses low-emission slurry spreading, integrates clover to reduce nitrogen use, and applies lime to optimise soil pH. He has also planted 600 metres of whitethorn hedging to support biodiversity and has switched to Protected Urea, cutting his nitrous oxide emissions by over 70%. Since 2021, William has reduced his farm's carbon footprint by over 14% – from 1.01kg to 0.87kg of CO_2 per kg of fat and protein corrected milk (FPCM).

Clarke's Fresh Fruit in Co. Meath is now one of Ireland's leading soft fruit producers, supplying 20% of the national market for premium strawberries, raspberries and blackberries. Clarke's has embraced sustainability as a core business strategy – combining traditional horticulture with cutting-edge environmental practices through the Teagasc Signpost Programme. A key innovation is its 1.2MW biomass heating system, which eliminates fossil fuel use, extends the growing season and boosts crop yield. Clarke's also has 200kW of solar panels and a biodigester that converts food waste into bio-fertiliser within 24 hours. Compostable punnets and heat-seal film are used for packaging, and more than 3,000 native trees have been planted next to a mesh-lined hedge to support wildlife. Clarke's is also leading smart, precision farming, using computer-controlled fertigation – adding fertiliser to an irrigation system – to reduce water and nutrient losses by 90%.

Pictured at the regional Agri Sustainability event hosted by AIB and the Teagasc Signpost Programme on the 'Importance of a Sustainable Agriculture Sector' are Helen Carroll MC, Rebecca Thomson, Kepak Group, George Ramsbottom, Teagasc, Liam Delaney, AIB customer, Mary Whitelaw, AIB's Chief Strategy & Sustainability Officer, and Diarmuid Donnellan, AIB

From potatoes to power

We recognise rising customer demand and the need to do more to help combat climate change, and are proud to support our long-standing customers as they drive sustainable practices. Wilson's Country, an AIB business customer for over 20 years, is a leading potato brand in Ireland, which recognises that sustainability is a shared global responsibility. It has mapped out its impact against the Sustainable Development Goals and is committed to reducing environmental impact and supporting local and global Net Zero ambitions.

Using financial support from AIB, Wilson's Country invested £2 million in a cutting-edge anaerobic digestion (AD) plant to power 60% of its annual electricity requirements. Potato and farm waste are combined and converted to produce renewable energy and nutrient-rich fertilisers.

Supporting farm business

In July 2025, we introduced our low-cost Business Sustainability Loan. Farmers can use it in a variety of ways, including investment in renewable energy solutions; to enhance animal production efficiency; pollution control; the purchase of low-emission farm machinery; or investment in forestry and biodiversity. The new loan has a term of up to seven years, with a variable interest rate for amounts between €2,000 and €100,000.

Pictured are former Minister for Agriculture, Food and the Marine, Charlie McConalogue TD, former Minister for Finance, Michael McGrath, CEO of the Strategic Banking Corporation of Ireland June Butler, CEO of AIB Colin Hunt, and former Minister for Enterprise, Trade and Employment, Simon Coveney

Community continued

Investing in what brings us together

Supporting resilient communities is not just about bricks and mortar. Communities are about people and places, parish rivalries on the playing field and pulling together to solve the big issues we all face.

With 170 branches, we have the largest main-street presence in the country. We are proud backers of the GAA's men's and women's programmes at both club and championship levels. We are supporting hundreds of organisations through our AIB Community €1 Million Fund. We support FoodCloud, helping to ensure that food that might otherwise be wasted goes to families in need. And globally, we are helping to make communities in the developing world stronger and more resilient as the lead partner in the Goal Mile.

Because strong communities aren't just supported – they're lived in, cheered for and lifted up.

Na Fianna captain Donal Burke celebrating the win against Sarsfields at the 2024-2025 AIB GAA All-Ireland Senior Club Championships.

The GAA – the soul of Irish communities

AIB has proudly stood alongside the GAA for 35 years, championing the players, volunteers and supporters.

2025 marked a significant milestone as we celebrated our tenth year as sponsor of the **All-Ireland Senior Football Championship** – a significant year, with the introduction of new rules redefining the game and culminating in the 2025 All-Ireland Senior Football Final between Kerry and Donegal.

AIB delivered a series of unforgettable experiences built around the final. Ahead of final weekend, we launched 'The Sound of the Summer' across our AIB GAA social channels, giving everyone a chance to be part of the match-day excitement. We hosted a Football Pod Live show with the Off The Ball team, with over 750 fans, special guests and GAA all-stars. On match day, club volunteers were honoured with a behind-the-scenes VIP tour, while in the AIB Box and #TheToughest lounge, customers enjoyed expert insights from GAA legends.

In 2024, and ahead of the 2025 seasons, we strengthened our partnership with the Gaelic Games even further, sponsoring the **Ladies Gaelic Football Association (LGFA)** Club Championship, thereby completing the AIB Club Championship family, with all four codes united under one sponsor for the first time.

All-Ireland Semi-Final flag bearer Saoirse Stack

Community continued

Sustainable partnerships with our communities

Case study

Safe spaces and soup runs: Community action

We are committed to creating meaningful community impact and championing social justice through different partnerships and community support, as part of our 'Customer-first' approach. In partnership with **Hestia**.

AIB has launched Safe Spaces across all Northern Ireland branches as part of the UK SAYS NO MORE campaign. These private rooms within our branches give individuals experiencing domestic abuse a secure place to contact specialist support services. In addition, AIB employees across all branches have received specialist training on Safe Spaces and domestic abuse awareness.

We're also proud to support the **London Slough Charitable Trust (LSCT)**, a charity providing food, clothing and companionship to rough sleepers in London and Slough. In 2024, LSCT received funding through the AIB Community €1 Million Fund, nominated by our employees. This sparked a deeper partnership, with AIB UK Graduates and Interns volunteering on LSCT's soup run, organising a food drive, and developing proposals to support the charity's work. In 2025, AIB employees joined LSCT's annual Dawn Walk fundraiser.

One Mile. One Mission: AIB and GOAL Unite for Global Impact.

In 2024, AIB colleagues, customers and their families came together to support the annual Christmas Day **GOAL Mile**, making it our most successful campaign to date. From Wexford to Waterford, Baggot Street to Ballina, our employees volunteered their time to organise, promote and run events, connecting with local GOALies and expanding the tradition into new communities. Over 200 GOAL Miles took place in towns, GAA clubs and parks across Ireland, raising €750,000 to support life-saving humanitarian work in the Sudan, Gaza, Lebanon and Syria, and vital climate development projects in vulnerable communities. Local engagement soared, with new GOAL Miles introduced in six new locations. Since 2021, AIB and GOAL partnership has resulted in over €2 million in donations from the people of Ireland and beyond, to support GOAL's humanitarian programmes. AIB has renewed its partnership with GOAL for another three years, continuing a legacy of support that began over 20 years ago.

Case study

AIB and FoodCloud redistribute surplus food to community meals

A partnership between AIB and the **FoodCloud** charity has helped to redistribute over 15,000 tonnes of food, preventing it from becoming waste, over the past year.

FoodCloud, which tackles food waste and food insecurity by giving surplus food to charities and community groups, joined with AIB for a new community meals programme in 2024. In its first 12 months, the programme has served more than 5,000 ready-to-eat meals to people in need – that's an average of around 100 meals a week.

Aoibheann O'Brien, FoodCloud co-founder and director of development, described the initiative as "a powerful evolution of our mission to ensure no good food goes to waste".

"With AIB's support, we're reaching more charities and community groups across Ireland at a time when food insecurity is growing as the cost of living continues to rise," she said.

AIB has been supporting FoodCloud for seven years now, a partnership which O'Brien describes as "instrumental" in supporting her organisation to build capacity in its core redistribution activities, and in the development of a large-scale volunteering programme.

As part of this, more than 2,000 AIB colleagues have completed over 11,000 volunteer hours working with the charity.

FoodCloud works with suppliers such as Tesco, Aldi, Lidl, Musgrave Group and BWG Foods to source its food. In its 12 years of operation, it has redistributed nearly 340 million meals in Ireland and internationally, helping to avoid the equivalent of 425,000 tonnes of carbon dioxide.

Community continued

Supporting young artists

Case study

AIB Young Portrait Prize 2025

The AIB Young Portrait Prize is an inclusive art competition with the aim of fostering and supporting creativity, originality and self-expression in children and young people. Open to entrants aged 18 and under, of all abilities, from across the island of Ireland, the Prize celebrates emerging young talent in portraiture. Returning for its seventh year, the AIB Young Portrait Prize showcases the artistic talent of young people.

An expert panel of external judges choose a shortlist of 20 portraits, which are displayed as a special exhibition in the National Gallery of Ireland. The shortlisted portraits will be prepared for exhibition by the Gallery's expert team of technicians.

This means they will be professionally framed or made display-ready in a way that suits the portrait.

Our annual inclusive art competition aims to foster and support creativity, originality and self-expression in children and young people.

People First Culture

At AIB, our purpose is to empower people to build a sustainable future.

We do this by putting our customers first – prioritising their needs while fostering a people-first culture which supports and develops our colleagues.

Great services begins with a great place to work.

By investing in our people, we are ensuring that they have the skills, supports and motivation to deliver the very best outcomes for our customers every day.

How we're making a difference

2.27m digitally active customers

89% employee satisfaction rate

Our customer satisfaction scores are at an **all-time high**

Culture

Ireland's largest branch network

We have Ireland's largest branch network and welcomed over 11 million branch visits throughout 2024.

We established a new Chief Customer Officer role and business area in 2024, to focus specifically on implementing the changes and innovations needed to provide the services that our wide range of customers require.

Enhancing customer experience is of the utmost importance. We track customer satisfaction across a number of metrics, including Net Promotor Scores (NPS), and we are delivering strongly against them.

In person or on-line

We recognise that our customers value the face-to-face service provided in our branches, particularly when it comes to important financial decisions and support.

That's why we are investing €40 million by the end of 2025 in a range of upgrades to branches and ATMs, ensuring environments where all our customers are comfortable discussing their finances, but also making our buildings warmer and more efficient, reducing our own operational carbon emissions by 10%.

Through AIB life, we offer a full suite of protection, investment and pension products. Our team of advisers carried out 31,808 financial planning consultations in 2024 – that's nearly 90 every day of the year.

We also know that many customers may never go into a branch and will carry out their banking on-line. AIB has long held the reputation of being the leading digitally-enabled Irish bank and we intend to maintain that position with the development of an upgraded and more intuitive mobile offering.

→ **For more information, visit AIB life hub**

Case study

Introducing Zippay

A new person-to-person mobile payment service called Zippay will be available to more than 5 million eligible customers early in 2026. Zippay is a new, fast and secure way to pay family and friends from our mobile app. You can use it for payments to and from your contacts.

→ **We also have more information for our customers here**

Expanding customer choice

We've several innovative tools to help our customers take control of their financial wellbeing, make financial decisions easier and enhance their financial knowledge:

- Savings calculator: helps customers to estimate interest they can earn and compare savings account options. We've also introduced dynamic interest rate displays across product pages, so our customers always see the most up-to-date rates.
- Mortgage calculator: helps customers manage their mortgage application, upload documents and communicate with advisers.

Rooftop revolutions

In a survey conducted in December 2024, AIB sustainability research shows that half of consumers want to improve their home's energy efficiency. Our new Solar PV calculator gives personalised recommendations on the best solar solutions for customers, including details such as: number of solar PV panels needed, estimated payback period, SEAI grants available and resulting BER improvements. The details are based on the Eircode and/or BER details, customisable by type of home, main heat source and energy usage.

Supporting our diverse customers – in 29 languages

In 2024, a significant number of AIB banking accounts were opened by people for whom English was not their first language, reflecting Ireland's increasingly diverse and multi-cultural society.

As Ireland's biggest banking network, we're empowering our diverse customer base to make better and informed choices about how they bank and how they use their finances.

In February 2025, we rolled out comprehensive language interpretation services for our customers in all AIB branches, including account-opening documents in their preferred language.

So far, we've supported customers across 29 different languages, including Ukrainian, Arabic, Romanian, Russian, Georgian, Portuguese, Mandarin, Polish, Spanish and Bulgarian.

Former Armagh footballer, Oisin McConville and AIB Managing Director Retail Banking, Geraldine Casey

Case study

AIB steps up: Helping customers tackle gambling

In a first-of-its-kind move for Irish banking, last year, AIB and EBS (part of the AIB group) introduced a new voluntary gambling block feature on debit and credit cards, helping customers protect themselves and their families from financial harm linked to problem gambling.

According to GamblingCare.ie, many people first disclose gambling issues to their bank – not to family or friends. There are an estimated 130,000 people in Ireland affected by problem gambling, and AIB has stepped up with compassion and action. AIB customers can now request an immediate block on gambling-related transactions for personal and business cards.

"That's why we've put additional supports in place for our customers who want to take steps to protect themselves," says Geraldine Casey, AIB Managing Director Retail Banking. The new feature has been backed by Oisin McConville, former Armagh footballer, who has spoken openly about overcoming his own gambling struggles, and now encourages others to access support to combat gambling addictions.

Culture continued

Standing by our customers

Supporting Patricia's resilience

Patricia Ingle's life changed dramatically when she contracted a rare airborne brain infection, leaving her in a locked-in state and requiring 24/7 care. Just after completing her Leaving Cert, Patricia faced unimaginable challenges. With extraordinary resilience, she has continued to live life on her own terms – writing a book, building a purpose-built home, and managing her affairs with dignity and determination.

Throughout this journey, AIB has been a trusted partner to Patricia and her family. From day-to-day banking to long-term financial planning and home insurance, we have worked to ensure Patricia's financial needs are met with care and expertise. Maurice Noonan, a dedicated AIB adviser, has been by Patricia's side for years – helping her maintain financial independence and coordinating with our Vulnerable Customer Support Team to ensure the right safeguards are in place.

Patricia opened a business account to support her medical needs, and this business employs her parents as full-time carers. With digital banking tools and home visits from Maurice, we have ensured Patricia stays informed and in control. Maurice also introduced Patricia to AIB Financial Planning and Private Banking Specialists, who advise on managing compensation payments and financial planning for the future.

Pictured from left to right are John Brennan, Darragh Dellaney, Sinead Crowley, Denise McQuaid, Clare McGee, Mary McKenna, Lorraine Green and Ellen Drumm

Case study

AwakenHub – backing bold ideas and women founders

AwakenHub is a dynamic community that wants to level the playing field for women founders. By breaking down barriers to investment, scale and success, it aims to create a more equitable entrepreneurial landscape across Ireland and beyond. Through mentorship, networking, financial education and its flagship SheGenerate accelerator programme, AwakenHub is helping women-led start-ups to thrive.

We're proud to champion inclusive growth and diversity, and AIB has been a key partner in AwakenHub's journey. From tailored financial advice to ecosystem partnerships, we've supported AwakenHub in expanding its reach and deepening its impact. Our financial backing has helped AwakenHub to deliver financial wellbeing events, scale the SheGenerate programme and provide women founders with the tools and confidence to grow their businesses.

Maria McKeever, AwakenHub's Chief Operating Officer, explained: "AIB's support goes beyond banking – it's a true partnership in driving positive change. From connecting AwakenHub with expert advisers, to amplifying their voice at key industry events, we've worked hand in hand to build a stronger, more inclusive start-up ecosystem."

Mentoring access for women SME leaders

As part of AIB's commitment to inclusive leadership and customer-first value, we launched the AIB Mentoring Access Initiative for Women in SMEs in 2023. This was done in collaboration with the Irish Management Institute (IMI) and the 30% Club – a global campaign taking action to increase gender diversity at board and senior management levels.

The initiative is designed to support women SME leaders, in particular women from under-represented backgrounds, by providing access to a structured, 12-month cross-company mentoring programme.

By removing financial barriers and targeting women who may not have had access to such support previously, this programme is about actively investing in the future of women-led enterprises across Ireland.

Case study

Blooming success

Vivian Wong, a young woman with great ideas and a passion for business, was mentored by Ray Lynch, somebody who came first from the SME world himself and is now AIB's Head of Retail Distribution for the Dublin Region.

Vivian heads up One More Thing, a unique flower company that uses its ground-breaking Everblooms Preserved Flowers to create handcrafted floral arrangements that look and feel like real flowers and foliage, but are preserved so that they can last from several months up to two years without water or maintenance.

These creations are much more sustainable than fresh flower arrangements. They don't have to be constantly replaced. They reduce the need for airfreight, refrigeration and waste disposal, and look beautiful into the bargain.

Vivian said that Ray's mentoring helped to completely transform her business in terms of performance and growth.

Ray's experience meant that he had a wealth of knowledge in the financial world and the business world. It was invaluable to be able to sit down with him, to get advice on key business issues and to work through the challenges I was having. I'd recommend anyone with a business plan to join the programme.

Vivian Wong

Culture continued

Financial wellbeing is vital

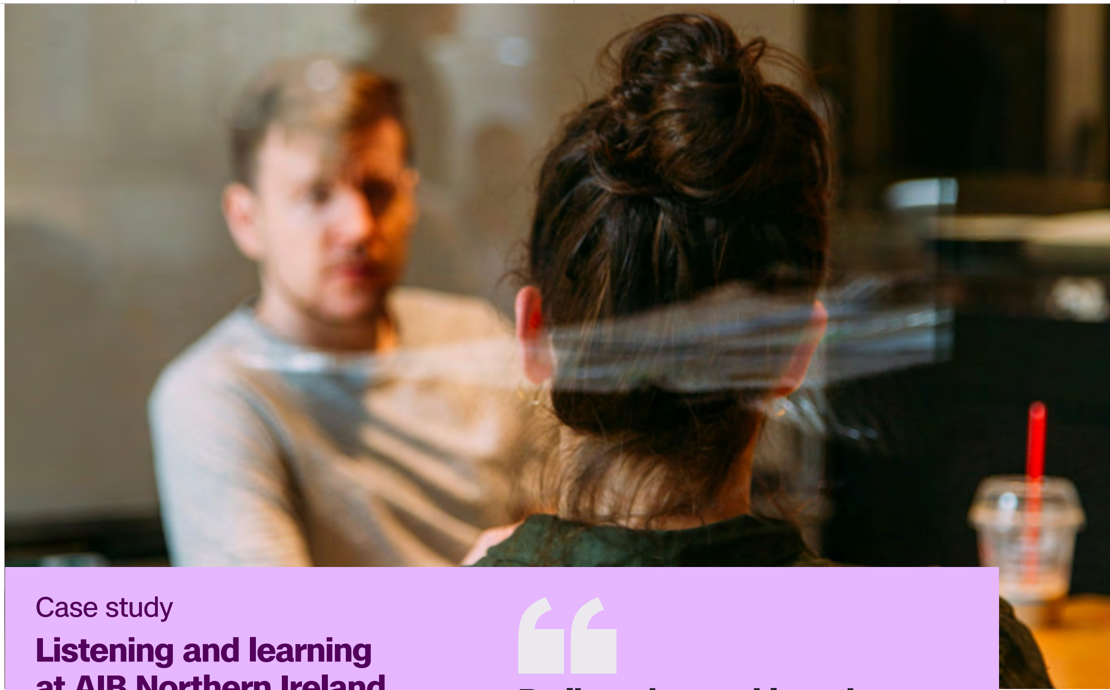
Banking on inclusion: AIB's autism-friendly accreditation

Our branches play a vital role in communities across Ireland, and we're committed to making banking as inclusive and welcoming as possible through meaningful partnerships. In 2025, AIB became the first Irish bank to receive Autism Friendly accreditation from AsIAm (Ireland's Autism charity) for all AIB branches nationwide.

From enhanced lighting and dedicated quiet spaces to sensory kits, we've redesigned the sensory environment in our branches to better support autistic customer needs. To help our customers plan their visit with confidence, we've introduced sensory maps on our website, showing each branch's layout. And through our partnership with AsIAm, our employees have undertaken specialised training in autism understanding and acceptance.

This is a landmark step toward true inclusion, and ensures that autistic individuals and their families can navigate everyday banking with confidence, dignity and understanding.

Adam Harris
CEO of AsIAm



Case study

Listening and learning at AIB Northern Ireland

In June 2025, AIB NI launched its Autism Friendly Banking initiative, enhancing community banking by introducing inclusive services for neurodiverse customers, particularly those with autism. This marked a significant step in AIB NI's commitment to creating welcoming and supportive environments across all branches.

Recognising that busy branch settings can be overwhelming, AIB NI introduced quiet spaces with reduced noise and distractions. Visual guides and sensory maps are now on-line to help customers prepare for their visits, while sensory kits – including ear defenders, stress balls and handheld mats – are on hand to ease sensory overload.

Customers are also given the option to pre-book appointments, reducing waiting times and helping to provide a calm, predictable experience. These services complement AIB NI's existing 'Safe Spaces' commitment, ensuring every branch is a secure and supportive place for vulnerable individuals.

By listening and learning, we've taken meaningful steps to make our branches more comfortable and supportive for everyone. We want every customer to feel understood, respected and confident when they bank with AIB NI.

Lynn Leathem
Head of Branches in NI

Culture continued

Stronger together: Boosting financial confidence in our communities

We're committed to promoting financial literacy and building financial confidence for people from all walks of life across different life stages. In May 2025, MABS (Money Advice and Budgeting Service), in collaboration with AIB and other Cork-based financial and educational organisations, hosted a public event focused on money management and fraud prevention.

Attendees received expert guidance on budgeting, preparing for financial emergencies and recognising scams.

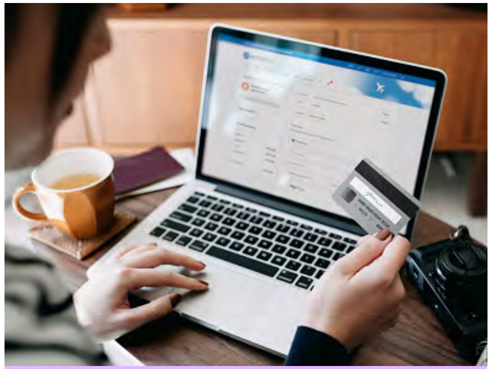
Local AIB banking professionals, financial advisers and community representatives shared tips, answered questions and arranged follow-up appointments for one-to-one support.

This collaborative initiative demonstrates the power of local partnerships in helping communities feel more informed, more secure and better equipped to manage their money. Other partner organisations include the National Adult Literacy Agency, Cork Education and Training Board and Ludgate (a social enterprise and co-working hub committed to rural regeneration through digital innovation).

23 events, 350 attendees, 1 aim: To make banking easier

Throughout the year, we run community events to not only deepen relationships but also demonstrate AIB's commitments to accessibility, financial education and local engagement. Across the first half of 2024, AIB branches nationwide hosted 18 'Banking Made Easy' and five 'Helping You Make Business Happen' events, engaging over 350 customers.

These sessions showcased our mobile app's flexible features and, with collaborating Local Enterprise Offices, An Garda Síochána and An Post, provided vital information and support on fraud prevention. At the business-focused events, we welcomed new SME customers, introduced our dedicated local teams and highlighted our tailored support.



Case study

Keeping customers safe: AIB's nationwide cyber awareness drive

In today's digital world, cyber threats are constantly evolving, and fraudsters don't discriminate. Our customers' financial wellbeing is our priority – and that includes protection from fraud and scams. Anyone can fall victim to a scam with just one click, and older people and more vulnerable members of society may feel a greater fear of being scammed.

We're equipping our customers with tools and awareness to help them bank confidently and securely – without fear. And if something goes wrong, our teams are ready to provide fast, effective support. In 2025, AIB's Enterprise Security Team hosted cyber security and fraud awareness events across our branches in Ireland. These interactive sessions featured AIB security experts, cyber specialists and members of the Garda National Economic Crime Bureau, which gave practical advice and answered customer concerns. We also ran over 25 cyber security sessions for community groups, active retirement groups and small businesses, with 25 more sessions planned for the rest of 2025.

Mike Frawley and the Risk SMT visiting Tuam Road branch during a branch awareness day

Case study

Working with people moving beyond homelessness

Galway Simon Community plays a vital role in supporting individuals who are homeless or at risk of homelessness in the West of Ireland.

Galway Simon Community's WorkAbility: Inclusive Pathways to Employment Programme helps people who are transitioning into stable housing to build socially valued roles and to reintegrate into society. They empower people who have been excluded from mainstream social systems with transformative skills such as managing bank accounts, transferring rent on-line or using card payments.

Our Tuam Road branch in Galway City connected with Galway Simon during a branch awareness day, where our colleagues learned about the challenges people can face in accessing financial services. This led to a bespoke banking workshop tailored for people moving beyond homelessness, and covered banking and managing money. Attendees said it was the first time a bank had explained basic financial concepts: choosing the right bank account, transferring money safely, knowing how to set up standing orders, and protecting their financial security. Inspired by the workshop's success, our Galway branch is exploring further initiatives for attendees, including training on digital literacy and cyber security.

Culture continued

Great service begins with a great workplace

Our people know and serve our customers and so they deserve a safe, progressive and inclusive working environment in which every one of them can realise their own potential.

Inspiring our employees to reach their full potential is part of our innovative culture at AIB. We want our workforce to feel supported and empowered at work, with strong gender balance at every level, good work-life balance and universal inclusion. We deliver on this commitment through our Employee Value Proposition, a comprehensive suite of benefits aligned to people's needs as they move through different career and life stages.

When we care for our people, they can care for our customers even better. By investing in our people, we are ensuring that they have the skills, supports and motivation to deliver the very best outcomes for our customers every day.

Building an inclusive culture

Inclusion and Diversity are at the heart of how we work and what we stand for at AIB.

We believe in Universal Inclusion, where everyone has the right to be treated with fairness, dignity and respect, to reach their full potential. We also believe in diversity, representing the different communities we serve.

When people feel included, they bring their best selves to work – ensuring that we can serve our customers well and achieve our strategic goals.

Five principles, five networks

Our inclusion culture is built on five principles: fostering belonging, recognising exclusion, respecting differences, practising conscious inclusion, and leveraging everyone's talents.

We have five key networks, with lots of members and ongoing activity, to underpin this culture. These are our Abilities+ Network, Life & Family+ Network, Origins+ Network, Women's+ Network and Pride+ Network.

Suppliers, too

We also expect our suppliers to uphold similar values by treating their employees fairly, avoiding discrimination, providing reasonable accommodation for them at work, and ensuring zero-tolerance policies against bullying and harassment.

Our Responsible Supplier Code sets out our minimum expectations, and this comprehensive approach reinforces AIB's commitment to responsible and inclusive business practices.

Pictured are Denis Doolan, Head of People Experience, Colin Hunt, CEO, Caroline Tyler, Director at Irish Centre for Diversity, Dave McCormack, Chief People Officer, and Aoife Mulqueen, Group Inclusion & Diversity Lead

Gold Investors in Diversity

AIB successfully retained our Gold Investors in Diversity accreditation in 2024, the highest standard awarded by Irish Centre for Diversity.

AIB was the first bank in Ireland to achieve the Gold standard in 2022 and is one of only 12 organisations in Ireland to have achieved reaccreditation to date.

Investors in Diversity is Ireland's premier Inclusion and Diversity accreditation, providing a structured framework to transform business practices and workplace culture. Maintaining the Gold standard affirms our commitment to embedding Inclusion and Diversity in our culture, and reflects progress made in AIB over recent years through our Universal Inclusion campaigns and initiatives.

Culture continued

Valuing our employees who value you

Since 2021, the AIB Employee Value Awards (EVA) have celebrated the people behind our purpose – those who live our values in every customer interaction. Now in their fifth year, these awards shine a spotlight on colleagues across the country, from Donegal to Dungarvan, who go above and beyond to support customers and colleagues.

In 2024, our Gala event was hosted by Brendan Courtney, TV and radio presenter, and Ray Alcock, Head of the Office of the Managing Director, Retail Banking AIB. It saw 22 colleagues or teams from across the organisation recognised for their exceptional contributions.

> **What makes the EVA truly special is that it's peer-driven. It's recognition from the grassroots of the Bank and that means a lot. When we lift others, we all rise up.**

Lynn Leathem
Head of Branches in NI

Case study

Employee Value Awards

The heart of the EVAs lies in recognising and uplifting each other. Here's what the award meant for two of last year's winners.

Lorna Higgins – taking ownership

In 2024, Lorna Higgins, Customer First and Governance Lead at AIB UK, was honoured with an EVA for her exceptional approach to work.

Lorna's commitment to ownership and accountability sets her apart. Rather than passing queries on, she takes the initiative to resolve issues herself, embodying the spirit of customer-first service. Her nomination came as a surprise, but one she deeply values: "I was hugely grateful to be nominated – surprised and humbled, even," she said.

Lorna has been working with AIB for just under two and a half years, having spent nearly two decades with another bank. She noted how unique AIB's culture is:

> **I've never worked somewhere that celebrates colleagues so much. It's amazing that AIB gives us such a celebrated platform to recognise one another.**

Lorna Higgins
Customer First and Governance Lead

Case study

Lynch's Castle, Galway – not just a branch, it's a benchmark

One standout story from the 2024 awards was the transformation that was recognised at Lynch's Castle branch, Galway City – winner of inaugural Retail Team of the Year award.

Lynch's Castle is the flagship branch for the Northwest Region, which stretches from Donegal to Galway. In 2023, Lisa Cooley became the first female Branch Manager of Lynch's Castle and, under her strong leadership, the team exceeded its key goals, in some cases by 200%. Their success was built on a combination of operational excellence, open communications, and a strong culture of accountability. Every team member – from the most junior to the most senior – was encouraged to be curious, to leave a positive mark, and to consider the long-term impact of their decisions.

Lisa Cooley said that the win showcased what's possible when a team works together towards a common goal and that it was one of her proudest moments in 23 years working with AIB:

"Winning the inaugural 'AIB Retail Team of the Year' award was a truly incredible moment for our team at AIB Lynch's Castle. It was more than just a win, it was a powerful celebration of our collective effort and a testament to the passion we all bring to our work every day, putting our customers first and supporting our community. This success was built on the foundation of a fantastic team that works seamlessly together. The award gave our team a tremendous boost, reinforcing the value of our commitment to excellence and inspiring a deep sense of pride. It's a benchmark for what can be accomplished right across the Bank."

Culture continued

57 nationalities, endless opportunities

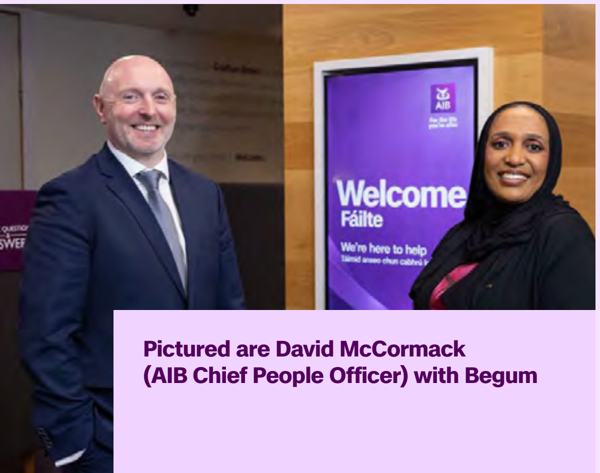
There are 57 nationalities represented in AIB's workforce, with colleagues working right across the organisation from countries and states across Europe and the globe. Here is how just two of our colleagues have progressed with AIB's support and encouragement.

Begum Ghazal stays open to learning

Begum's journey from Kenya in 2007 to becoming a branch manager at AIB brings together ambition, learning opportunities, and a culture of inclusivity.

Inspired by her grandfather's banking career, Begum always knew she wanted to follow in his footsteps. After earning her degree in Malaysia and starting her banking career in Kenya, she moved to Ireland in 2007 to join her new husband.

However, her arrival in Ireland coincided with the start of the recession. She prioritised starting a family, but her passion for banking never waned. At the end of 2011, she applied for a job in AIB and interviewed along with hundreds of other applicants.



Pictured are David McCormack (AIB Chief People Officer) with Begum

Begum hasn't looked back since. In 2012, she joined AIB's Tallaght branch, launching a career that has continued to grow and flourish – while also raising a young family.

One of the requirements for her entry into the Bank was the completion of additional educational qualifications, including a QFA (Qualified Financial Adviser) diploma.

In 2018, she began to work in AIB at SuperValu Lucan, Co. Dublin, where she applied to be a Home Adviser, a role she loved because it meant "guiding customers through one of the most significant financial decisions of their lives and helping them make their dreams a reality."

Begum was promoted to lead the team in SuperValu Lucan in early 2023 and a few months later she was promoted to branch manager in Cabra. Then, in July 2024, she was appointed manager at Rathfarnham, also in Dublin.

Begum is a determined woman, but she says she couldn't have achieved her goals without the support of her AIB colleagues and managers, and in particular the inclusive culture and career development initiatives at the Bank.

"AIB has given me the tools, support and confidence to grow. Being myself, staying open to learning, and building strong networks have been key."

Begum Ghazal
AIB Branch Manager

Thanisse Braga's path to citizenship and career growth

Thanisse Braga, a Project Management Officer within Enterprise Delivery at AIB, is originally from Minas Gerais, one of the 26 states in Brazil and the second most populous in the country, with over 21 million people.

She came to Ireland in 2017 with a student visa, basic level English and was not allowed to work in the business world. She had worked in a bank in Brazil previously and had already completed a degree in Computer Science as well as a Masters in Banking and Finance.

Her last eight years in Ireland have been marked by hard work and some significant milestones. Firstly, she focused on improving her English – something she says she works on every day.

She gained the right to work in business and received a government scholarship to pursue a second Masters in Health Project Management through the Springboard Programme. She is currently getting ready to start a third Masters in Financial Services with the Institute of Banking (IOB).

Thanisse met her husband, who is also from Brazil, here in Ireland, and just this year, she was granted Irish citizenship.

Thanisse joined AIB two years ago, reigniting her earlier career in financial services. With over 25 years of experience spanning technology, public service, consulting, marketing and banking, she brings a wealth of expertise to her role within the Enterprise Delivery Group Change team.

She says that AIB has played a pivotal role in her continued development. For Thanisse, inclusion has meant having equitable access and support to overcome both work and cultural challenges, giving her a sense of belonging in the society she now calls home.

Her adaptation to Ireland even goes as far as the weather. When she goes home, she says that she can no longer bear the 35 – 40 degree heat and reckons that her skin is more Irish than Brazilian at this stage.

Thanisse's story highlights AIB's aim to support a diverse and inclusive workplace where individuals from all backgrounds are supported to be their best.

Culture continued

Rarely a day off for carers – but AIB network makes things a little easier

The AIB Carer's Network is part of our Life & Family+ Network. It provides vital support to many of our colleagues.

Paul Clifford's son Reuben had a respiratory arrest when he was only four days old.

Paul, who works in AIB Customer Operations, and his wife spent the next four months living in Temple Street Children's Hospital, caring and hoping for their little boy. Reuben was the first baby ever to leave Temple Street with an NJ tube – or a Nasojejunal tube – which runs from the nose, down the back of the throat into the stomach. Little Reuben and his family needed a nurse on duty seven nights a week, in addition to around the clock day-time care.

That was nearly 12 years and 12 major surgeries ago. Although Paul and his wife were told that Reuben may never walk or talk, he is now playing football with Fingallians GAA Club in Swords, is always on the green outside his home with his friends, and never stops talking, according to his proud Dad!

While his metabolic complications have never been diagnosed fully, Reuben is making great strides, and can now even eat some soft and dissolvable foods by mouth – another thing that confounds medical predictions.

However, Reuben still requires constant care because his essential nutrients must be administered directly into his stomach and he has had complications with his growth pattern, which means that there is never really a day off for his parents and family.

That's why the AIB Carers' Network is so important to Paul. This network, which stretches across AIB, meets virtually every month for members to listen and chat, as well as provide support, advice and encouragement to one another.

"You never really know what's happening in a person's life," Paul says. "I have met people through the Carers' Network that have worked on the same floor as me and I never knew that they, too, were caring for a loved one. It's great to know that you're not alone, and even when things get a bit tough, that there's a circle of support and understanding at work.

"I'm really happy with how Reuben is progressing. He's a fantastic little boy who inspires people all around him. But there's nothing easy about being a carer. There are good days but there are also tough days. That's why it's so great to have the support of the AIB Carers' Network and colleagues who know and understand what you may be going through."

Paul Clifford
AIB Customer Operations

Climate & Nature

When we act on climate, everything else becomes possible.

Conversely, not acting on sustainability and climate makes acting on everything else that matters to us – like health, housing, education or equality – much, much harder.

That's why greening our business is one of AIB's three strategic areas, along with putting our customers first and making our operations more efficient and resilient.

How we're making a difference

€16.6bn in green lending since 2019

84% of AIB Group's power equivalent is from renewable sources

€20m investment in education and innovation

Climate

A sustainable future is a better future.

As a more sustainable organisation, we believe that we will not only thrive economically, we will be able to contribute positively to communities and society while reducing our impact on the environment, helping to ensure a better future for everyone.

At a community level, it can mean warmer and more cost-efficient homes, new income streams for farmers, quality food, better public transport, more charging infrastructure for EVs, less pollution, more forests, and thriving nature and biodiversity.

For businesses, sustainability can mean cleaner energy consumption and reduced costs, lower waste costs, more inclusive and equal workplaces, more investment and better economic outcomes.

Transition finance drives progress

The transition to a lower-carbon economy and society must be fair. A just transition ensures that no one is left behind, that workers are supported through upskilling and reskilling, and that all families, businesses and communities can benefit from sustainable innovations.

Sustainable finance and responsible banking can help facilitate this by supporting both the green leaders of today and those on the journey to get there.

Transition finance is how we help businesses and individuals reduce their environmental impact step by step, ensuring that everyone has a path to a sustainable future.

Nurturing nature

Nature is the foundation of our economy, our health, and our future

Globally, nature's services contribute an estimated $44 trillion annually to the economy – that's over half of the world's GDP, according to the World Economic Forum. In Ireland, nature and biodiversity were estimated to contribute €2.6 billion per year back in 2008 – a figure now considered a significant underestimation, according to the Climate Change Advisory Council.

We all rely hugely on nature for a wide range of services, like clean water for drinking and sanitation, fertile soil for our food production, materials for buildings and furniture, plants which are the source of 25% of prescription medicines, crop pollination and, of course, the amazing landscapes and beauty that nature gives us that is good for both our physical and mental health.

Nature is in crisis

Nature and biodiversity are in crisis. Scientists from the Potsdam Institute for Climate Impact Research warned in 2024 that we may have already breached seven of nine planetary boundaries which contribute to the stability of the planet's life-support functions.

The World Wildlife Fund's 2024 Living Planet Report details an average 73% decline in wildlife populations since 1970.

Across Europe, 85% of our EU protected habitats are in unfavourable condition, with almost half (46%) showing ongoing declines. Almost a third of Ireland's EU protected species are in unfavourable condition and 50% of native Irish plant species have declined. More than half of our native bee species are in trouble, with 30% threatened with extinction.

Nature is everyone's business

At AIB, we recognise that nature is everyone's business. Recovery is not going to happen by itself. Therefore, it is important that, as a society, we join forces to stop the loss of biodiversity.

Banks have an important role to play in providing responsible finance to support businesses and industries that are investing in nature-positive actions, while reducing the financial flows that harm nature.

Through our Sustainable Lending Framework, we consider environmental factors, helping to finance cleaner businesses and buildings, transport and circular economy initiatives. The Green Bonds we have issued are also funding projects that will help lessen climate change and support biodiversity.

Case study

Nature sensitive business strategy

Over the course of 2024, we have further developed our approach to Climate & Environment (C&E) to more clearly articulate our nature strategy and to integrate nature considerations into both our business strategy and risk management approach. We use 'heatmaps' as a core tool to understand, track and respond to the C&E Risk profile of our business. A heatmap is a graphical representation of data based on a range of information that uses a system of colour coding to represent different values, or in this case, risks. These heatmaps are reviewed annually in line with our C&E Risk policy.

Nature considerations are location-specific and often site-specific. Therefore, we have carried out detailed mapping exercises to identify any of own premises located in areas of biodiversity sensitivity.

In addition, a business environment scan has been carried out to understand risks to our business as well as areas where AIB and our customers have greatest potential impact on nature and are most dependent on specific ecosystem services (for example, fresh water or soil quality).

We also carry out sector-specific 'deep dives' to get more detailed analysis on key business areas like agriculture, food manufacturing, renewable energy, transport and housing.

Climate continued

Case study

Treading softer

We are treading softer on nature in our own operations with our virtual power purchase agreement, which means that the equivalent of 84% of our energy is now sourced from non-polluting renewable energy.

We have helped to finance nearly 1 million new trees across Ireland – a commitment which started back in 2000 when AIB first provided support to Ireland's **Millennium Forests** and has continued over the years. We are removing the use of single use plastics and reducing the use of paper from our workplaces.

We are partnering with FoodCloud to help reduce food loss. And since 2014, we have had rooftop apiaries on some of our main office buildings, which provide a habitat for around 1 million bees during the summer months.

We support regenerative farming through initiatives like Teagasc's Signpost Programme and Carbery Group's Zero C, and our Business Sustainability Loan helps farmers invest in biodiversity-friendly practices such as habitat restoration and low-emission machinery, many of which have been outlined in this Social Impact Report already.

Dedicated Sustainability Research team

Looking ahead, AIB's dedicated Sustainability Research team will continue to carry out in-house research to inform AIB's approach to nature and broader environmental matters, including regular mapping of biodiversity-sensitive areas, assessing dependencies and risks, and building out our strategy in a way that is aligned with the Kunming-Montreal Global Biodiversity Framework.

We will continue to work with stakeholders – farmers, researchers, NGOs and government – to bolster supports for nature.

Nature is resilient, but recovery won't happen on its own. AIB wants to play our part in reversing biodiversity loss and building a future where nature thrives.

Equator Principles

AIB Group is the first Irish bank to adopt the **Equator Principles**, a globally recognised risk management framework used by financial institutions for determining, assessing and managing environmental and social risk in projects.

Negligible exposure to fossil fuels

What we don't invest in is as important as what we invest in.

At AIB, we have a strict **exclusions policy** that prohibits the provision of new money to businesses, or any of their subsidiaries, involved in a wide range of activities that are harmful to nature and to people, including deforestation, illegal timber trading or logging operations, animal welfare, surveillance/arms related activities, or a range of energy activities such as the exploration, extraction and upgrading of oil sands projects or fracking of natural gas.

AIB has negligible exposure to fossil fuel[3] companies and we have no plans to change this. We have no exposure to the world's top 20 emitters and less than 0.5% of gross loans are to Non-Paris-Aligned counterparts. Our lending due diligence takes into account Group-wide excluded activities in line with our policies.

We have a clear strategic focus on financing renewable energy and, through our €30 billion green and transition lending target, we are supporting all of our customers through the energy transition with a focus both on greening the grid and supporting energy efficiency.

We are proud to be the first bank in the world to have a maintenance target validated by the Science Based Targets initiative (SBTi) for our electricity generation portfolio, reflecting early strategic decisions to focus on renewable energy.

3. For detailed exposures, please see Pillar 3 report.

Climate continued

Organic growth

Over the past five years, the number of certified organic farms in Ireland has risen to over 5,000, and now account for 5% of usable agricultural area – halfway to the national target of 10% by 2030.

This growth is supported by government initiatives like the Organic Farming Scheme, which offers financial incentives to encourage farmers to adopt organic practices.

It is also made possible for many farmers with financial support and advice from AIB.

There are so many sustainable advantages to organic farming.

It helps avoid chemical fertilisers and pesticides, instead relying on natural methods such as crop rotation, composting and biological pest control. This helps maintain soil and ecological balance, delivering a range of knock-on environmental benefits.

Organic farms also support biodiversity, with hedgerows and cover crops creating habitats for wildlife. By eliminating chemical-based fertilisers, organic farming also reduces the carbon footprint of food production. And organic practices support carbon sequestration, helping to reduce our emissions.

Organic farming is more than a method – it's a commitment to sustainability, resilience and working in harmony with nature.

Case study

Rooted in nature, raised with care at Coolanowle Organic Farm

Support from AIB has been instrumental in Coolanowle Organic Farm's growth, helping the farm to expand its premium meat production premises to meet rising demand. This new facility will also include solar PV panels to generate electricity and hot water, further reducing the farm's carbon footprint.

Coolanowle Organic Farm, located on the Laois-Carlow border, is an inspiring example of how a vision, innovation and a hard-working family can transform a conventional farm into a premium organic enterprise.

For nearly a quarter of a century, the Mulhall family, led by their father and now grandfather, Jimmy, has been on a journey to produce food that's better for people, animals and the environment.

"He felt spraying was giving him headaches," his daughter Lucille Boland recalls. "He wanted to make a change, for his health, for his family and for his land."

Despite some initial scepticism from his agricultural adviser, Jimmy pursued his vision and set off on a research journey across Europe and the UK to learn from other organic pioneers at the time.

Within two years, Coolanowle had fully converted to organic. But with few markets for organic meat, Jimmy and other local producers launched the Carlow Farmers' Market. From one stall a week, Coolanowle now attends seven markets weekly across Dublin, Kilkenny and Carlow.

While the farm has a number of wholesale customers, the lion's share of its sales are made direct to a loyal and expanding customer base, through its thriving e-commerce platform, which is largely managed by Lucille. COVID-19 saw a massive upturn in on-line sales and interest in organic produce, which has continued since, she says.

Lucille explains, "People are becoming more conscious than ever about what they eat. Organic meat offers peace of mind – no antibiotics, no GMOs, and better animal welfare. It's food that people feel they can trust."

Coolanowle is committed to the principles of organic farming, which favour a mixed farm enterprise with livestock and crop rotation. It plants diverse grass species and nitrogen fixing plants like red and white clover to cut out the need for synthetic chemical pesticides and fertilisers. It also operates a nose-to-tail policy, ensuring every part of the animal is used. Lucille says that people are going back to using cheaper cuts of meat and are happy to pay the organic premium to ensure that they have organic meat in their diet. In addition, the farm uses minimal, compostable packaging – with a free package returns service on-line.

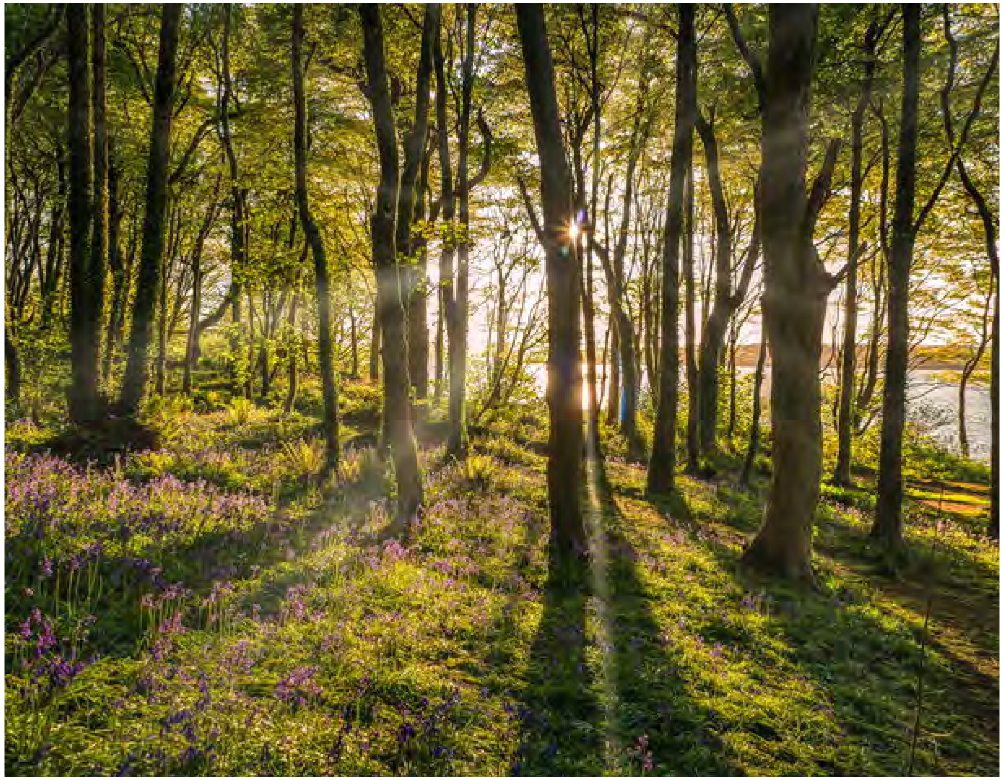
While the business has gone from strength to strength, after the tough start-up years, challenges remain. The narrowing price gap between organic and conventional meat threatens the viability of organic farming. But for the Mulhalls, the rewards go beyond profit.

"The benefits of organic farming are a lot more than just financial. It's about better food, better health and a better future."

Lucille Boland

Climate continued

Forests for the future: Helping to increase Ireland's tree cover



Forests play a vital role in climate action, acting as carbon sinks and supporting biodiversity, rural development and sustainable communities.

Unfortunately, however, Ireland's forest cover currently stands at just 11%, well below the EU average of 38%. The national target is to increase this to 18% by 2027.

Alongside our support for Ireland's Millennium Forests (read more on page 28), we are also supporting more farmers and foresters to grow trees on their land, in line with the Government's Afforestation Scheme 2023–2027, and the new 'Agro-Forestry' approach, which integrates trees with crops or livestock, allowing farmers to consider smaller areas of forestry on their land, to enhance biodiversity, soil health, water quality and animal welfare.

Branching out: AIB's support for Brophy Timber Services

AIB has played a pivotal role in supporting Damien Brophy and his business, Brophy Timber Services. In Q1 2024, AIB advanced funding under its Green Loan to help Damien acquire 30 acres of forestry land in Clondouglas, Co. Laois – an investment he expects could yield at least double its value through tree planting. This follows a previous loan for 126 hectares in Mountrath, Co. Laois, in addition to finance for new, more efficient machinery.

Founded 17 years ago, Brophy Timber Services now employs 15 staff and is recognised for its committed and expert approach to forestry across Ireland's midlands.

> **Forestry in Ireland has huge potential. With the right support, it can be our 'green gold' – just like in Finland.**
>
> **Damien Brophy**

The company recently achieved certification with an international body, enhancing its offering to private forest owners and demonstrating its commitment to excellence.

Damien's passion for forestry runs deep – his father and grandfather were foresters and as a trained fitter and turner, Damien's love for wood and machinery made forestry the perfect fit for him also.

His forests are generally mixed, featuring sycamore, oak, ash and spruce, reflecting his belief that diversity is key to sustainability. He produces firewood, a range of forestry products and biomass for energy, as well as selling machinery to other small-scale foresters.

"If you have enough trees, you will always have enough forestry mix," he said. "The difficulty is in Ireland we just don't have enough forestry cover, particularly in comparison to other countries across Europe."

Damien would like to see the Ireland target for forestry rise to 25%. He has travelled quite a bit in Scandinavia to learn more about this industry. In Finland, they have 66% tree cover and they refer to their forest as 'green gold' because of its value to the economy and to communities.

Looking ahead, Damien envisions integrating his workshop and sales hub into his forest near Portlaoise, again inspired by Scandinavian models where entire industrial estates often sit within woodlands. He advocates for stronger support and visibility for Ireland's forestry sector.

Climate continued

Cleaner energy, smarter lending, real impact

We are empowering people to build a sustainable future, by reducing our own carbon footprint first, by providing quality advice and education to our customers and by supporting innovative actions that will help make our communities better and more resilient places to live and work.

This year we are purchasing the equivalent of 84% of our energy needs through a virtual power purchase agreement from solar farms in Co. Wexford. Our aim is to get to 100% renewable energy equivalent by 2030.

To date, our green lending is €19.1 billion. In the six months to June, this lending amounted to €2.5 billion, which was 36% of total new lending in the half-year. Our ambition is that 70% of AIB's lending will be green or transition by 2030. The more we finance and support green business and social infrastructure, the more we can be a catalyst for positive change for our customers, and the more, in turn, we can continue to reduce our own emissions.

Pictured on site at the solar farm in Gorey, Co. Wexford, are NTR CEO Rosheen McGuckian with AIB CEO Colin Hunt

AIB Climate Capital – powering the transition to renewable energy

AIB's Climate Capital segment reached a major milestone in 2025, surpassing €5 billion in lending for large-scale energy and infrastructure projects that are central to our transition to a lower-carbon economy and society.

Key transactions span Ireland, the UK and North America, and include partnerships with leading renewable energy companies such as ESB, NTR and Power Capital Renewable Energy. The projects supported include a range of onshore and offshore wind, solar energy, battery storage and interconnectors – all major infrastructure vital to our energy security and transition to a greener world.

Climate Capital, which was established in 2024 through the merger of two AIB businesses, is led by Managing Director Paul Travers and has grown into a 100-strong multi-disciplinary team. It includes experts from investment banking, infrastructure, engineering and renewables development, supported by leading consultancy firms. The segment, however, has been eight years in the making, beginning with AIB's Centre of Excellence approach to climate finance, and indicating the Bank's eye on the future.

Climate Capital is a key contributor to AIB's broader €30 billion Green and Transition Lending Fund. AIB has acted as lead arranger in global syndicates, reinforcing Ireland's growing reputation in sustainable finance.

"We have grown a highly specialised Climate Capital team that is demonstrating that AIB, and Ireland, is emerging as a leader in not just mobilising but utilising sustainable finance. This has not happened overnight. It has been eight years in the making, built on hard work and backed by the vision and leadership on sustainability within the Bank."

Paul Travers
Managing Director
AIB Climate Capital

Here's where change is happening

Inch Cape:
A 1,080 MW offshore wind farm jointly owned by ESB and Red Rock Renewables off the UK coast.

NTR:
Supporting onshore wind farms in Ireland and France.

Power Capital Renewable Energy:
Funding for the construction and operation of a portfolio of solar farms across Ireland.

Climate continued

Case study

Securing energy supply into the future with Greenlink

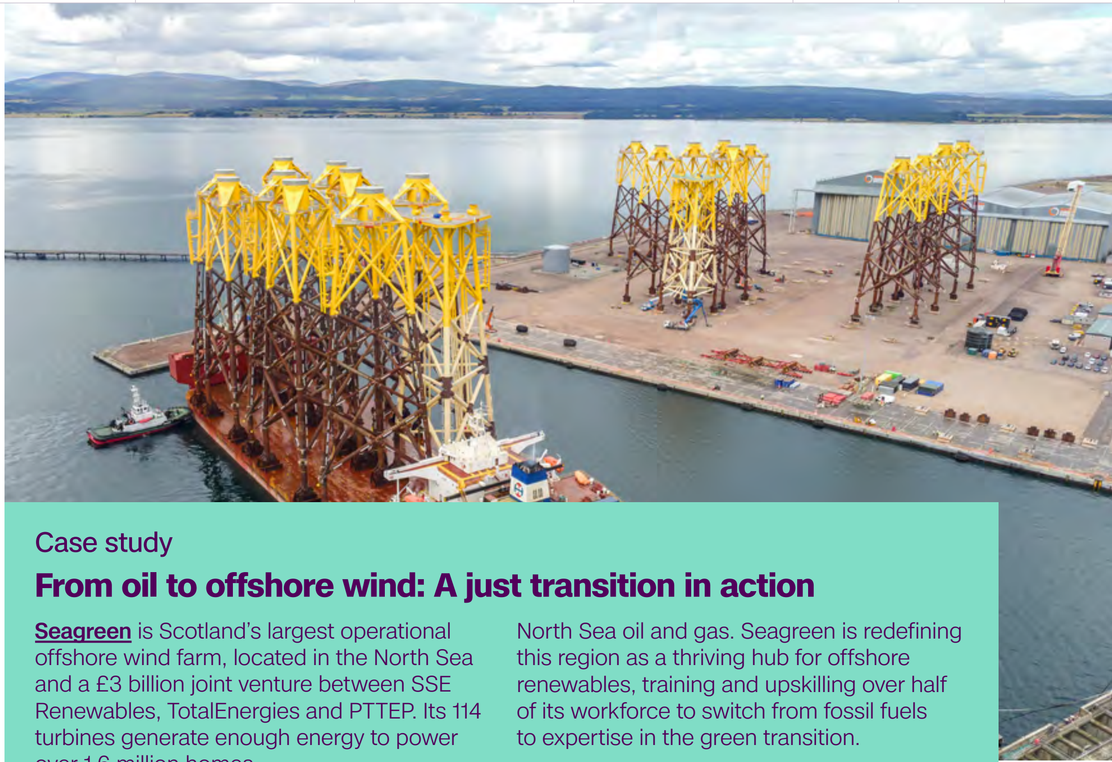
Greenlink is a 500MW electricity interconnector that connects electricity systems between Ireland and Great Britain, supporting the Irish Government's Climate Action Plan and its target to achieve 80% of electricity from renewable sources by 2030. The interconnector also enhances energy security by diversifying electricity sources, providing additional import and export capacity in both countries and delivering greater market competition.

In 2022, AIB joined seven other banks as a consortium to provide debt financing for the Greenlink Interconnector's construction. During the construction phase, the development supported approximately 280 jobs in Ireland, using local contractors and personnel. An estimated 25 permanent jobs were created during the operational phase across Ireland and Great Britain.

Greenlink commenced full operations in April 2025, doubling the interconnection capacity in Ireland to 1GW and with a nominal capacity equivalent to powering around 380,000 homes.

The project was awarded financial support from the Connecting Europe Facility (an EU funding mechanism) as a 'Project of Common Interest' (PCI) – a designation awarded to key cross-border infrastructure projects that link the energy systems of European countries.

Pictured are Colin Hunt (AIB CEO) and Paul Travers (Managing Director in Climate Capital) on site at Greenlink



Case study

From oil to offshore wind: A just transition in action

Seagreen is Scotland's largest operational offshore wind farm, located in the North Sea and a £3 billion joint venture between SSE Renewables, TotalEnergies and PTTEP. Its 114 turbines generate enough energy to power over 1.6 million homes.

AIB, as part of a consortium, provided financing for this critical development from the proceeds of our Green Bonds issuance. We also provided financing for SSE Renewables' offshore wind farms Doggerbank and Beatrice, off the Scottish coast.

In today's world of interconnection and shared energy sources, UK developments such as Seagreen can contribute to Ireland's energy supply and security.

Seagreen was named as the Offshore Wind Project of the Year by RenewableUK in 2023, with Doggerbank as runner up. Both exemplify how large-scale renewables can deliver clean power, economic opportunity and social value.

Seagreen is not only transforming energy generation but is also supporting a just transition in a region in the Northeast of Scotland that was historically reliant on North Sea oil and gas. Seagreen is redefining this region as a thriving hub for offshore renewables, training and upskilling over half of its workforce to switch from fossil fuels to expertise in the green transition.

The delivery of the Seagreen project supported a £1 billion economic boost to the Scottish economy during construction and created around 3,200 jobs. Seagreen began operations in October 2023 and now employs approximately 720 people across the UK.

It has pledged £1.8 million to six Community Councils in Scotland and has launched a £400,000 STEM fund to nurture future talent in collaboration with local colleges.

SSE Renewables' commitment to community benefit is equally ambitious. Over the last 15 years, the company has provided over £88 million to communities, with the aim to invest £200 million directly by 2035. Over the lifetime of SSE's current asset, it has invested over £320 million in local communities, supporting 238 projects, building 55 rural homes and enhancing 95 community assets.

Climate continued

Keeping power flowing

As the world shifts to renewable energy, managing the electricity grid has become more complex. Wind and solar power are clean but unpredictable, particularly in winter – when demand for power for heat and light is higher. Balancing power supply and demand, intuitively and in real time, is important.

Innovative Irish company **VIOTAS** is helping to stabilise power grids across the world and supports the global clean energy revolution. It uses smart technology to help businesses – particularly large businesses with high energy needs – adjust electricity use in response to grid needs.

'Demand Response' helps keep the power flowing and the lights on when renewable supply dips or demand for power spikes. VIOTAS sells this on-tap flexibility to grid operators and shares the earnings with its customers.

In 2016, Bord na Móna invested in VIOTAS. In 2023, Goodbody Capital Partners, acting on behalf of AIB, supported VIOTAS in a management buyout from Bord na Móna and provided funding to accelerate its international growth. This investment has helped VIOTAS expand into Australia and the Texas energy market, where its rapid-response technology is already making an impact and it now has over 110 employees and operations across four countries.

Pictured are Alan Mahon, Sarah Stokes, Finlay McFayden and Martin Tormey of Goodbody Capital Partners, and Paddy Finn and Duncan O'Toole of VIOTAS (Photograph: Fennell Photography)

Pictured at the Deposit Returns Scheme at Lidl's store in Tallaght, Dublin, are Avril O'Hehir, Lidl Board Executive and Glenn Shanley, AIB Co-Head of Corporate Banking

Case study

Driving a circular economy: Lidl Ireland's role in the Deposit Return Scheme

The combined efforts of Government, industry and consumers are critical as Ireland transitions to a circular, low-waste economy. Launched in February 2024, the Irish Government's **Deposit Return Scheme** (DRS) represents a significant step toward achieving a circular economy and environmental sustainability goals. It is aligned with the **Single Use Plastics Directive** and the Climate Action Plan, which includes targeting 90% collection of plastic drinks containers by 2029.

As part of the DRS, consumers can pay a refundable deposit on containers that can be redeemed at collection points, small retailers and automated Reverse Vending Machines (RVMs).

The DRS has shown strong public support. Up to July 2025, 1.6 billion plastic bottles and aluminium cans have been returned. Ireland's recycling rate for these containers has skyrocketed from 49% to 91%.

It's estimated that about 20% of all DRS returns come through Lidl stores.

AIB's Green Bond eligible loan portfolio includes financing to Lidl as part of its new circular economy and waste management category, and Lidl Ireland has used it to invest in installing over 360 RVMs throughout its 180 Irish stores. About 20% of all DRS returns since launch have been through Lidl stores, which has processed more than 100 million eligible containers and returned more than €17 million in deposits to customers. "We're delighted to lead the retail sector in contributing significantly to Ireland's sustainability targets and to reach our 100 million containers returned milestone," says Avril O'Hehir, Chief Administrative Officer and Board Executive (CFO), Lidl Ireland.

Climate continued

From classrooms to climate solutions

First of a series of lectures commissioned by the AIB Trinity Climate Hub, 'Our Changing Climate: Why Does 1°C Matter?' In attendance, from left to right: Prof Yvonne Buckley, Director of AIB Trinity Climate Hub; Prof Ed Hawkins MBE, Climate Science at University of Redding; Yvonne McCarthy, Head of Sustainability Research, AIB

The good news is that we already have many of the technologies, tools and policy instruments we need to act, which not only reduce emissions but can also return money to our pockets.

But we don't have all the answers yet. AIB has long championed the transformative power of education. It is central to unlocking the innovation and resilience needed for the climate transition.

We are investing in knowledge and solutions, supporting students from school kids right through to PhD researchers.

In 2024, we announced over €20 million investment in new sustainability education and research at our Sustainability Conference, with €10m allocated to a new AIB Trinity Climate+ Hub in Trinity College Dublin and a €10m commitment as a founding partner of Innovate for Ireland, supporting leading edge PhD research into sustainability, demonstrating our ambitions and thought leadership.

The AIB Trinity Climate+ Hub will bring researchers together to address challenges around maintaining a stable and liveable climate, securing biodiversity and the ecosystem services provided by nature, adapting to climate change, and reversing water degradation.

As the lead industry partner, AIB is committed to supporting research that identifies and develops solutions to the climate and biodiversity crises. This partnership will also build capacity for addressing these challenges through the AIB Climate Leaders programme.

AIB Future Sparks: Turning life learning into lifelong skills

At AIB, we believe that a single moment of life learning can spark a lifetime of skills. That's the momentum behind the AIB Future Sparks Programme, which is all about building a future where schools and young people can be at the heart of positive change in their communities.

Since its launch in 2021, 630 post-primary schools from the Republic of Ireland have registered to participate in the creative, skills-based curriculum which spans key subjects including Guidance-Related Learning, Wellbeing, Business, Economics, Accounting, Financial Education and Home Economics.

Case study

School Impact Awards

As a highlight of Future Sparks, the School Impact Awards shine a spotlight on the amazing work that schools are already doing to make a real difference in their local areas. These awards celebrate a range of activities that contribute to communities – like volunteering fundraising, awareness campaigns, mentoring, peer education, skills-sharing, and environmental conservation.

The 2025 Gala Ceremony was held at Croke Park and attracted 124 submissions from schools up and down the country for a total prize pot of €25,000.

Kinsale Community School Cork was the overall winner of the School Impact Award in 2025 for its project on reducing electronic waste by refurbishing old laptops, hitting the dual goals of minimising e-waste and improving educational resources in a partner school in Tanzania.

In 2024, Trinity Comprehensive School in Ballymun Dublin took top honours for spearheading Better Ballymun Day, a community-wide effort that got over 3,000 people involved in over 60 great projects, ranging from orchard plantings to environmental cleanups.

By fostering essential life skills and celebrating community impact, Future Sparks is helping shape a generation ready to lead with purpose.

End Note

We hope you've found this Social Impact Report interesting. It's a snapshot of the many ways AIB is taking action and lending support to empower people to build a more sustainable future.

As Chief Strategy and Sustainability Officer, I am responsible for guiding, coordinating and driving AIBs efforts to support the changes needed to transition to a lower-carbon economy and society. But this is not a solo effort. It's a collective one, made possible by the commitment and collaboration of colleagues across the Bank. From the boardroom to our branches, we are united in our ambition to green our business and help build a more resilient future for all.

Climate change is no longer a distant threat. It is happening now. Every week brings fresh reports of its impact, from extreme heat to flash floods. People and communities across Ireland and beyond recognise this reality and are calling on governments and organisations like AIB to help protect them from its worst effects.

That's what drives us.

As this report shows, AIB has issued more green finance than any other bank in Ireland – supporting greener homes, businesses and lifestyles, strengthening communities, and funding the large-scale infrastructure and sustainability projects we all depend on, from social housing to renewable energy to low-carbon transport.

There is still much to do. In the years ahead, we will continue to champion change, finance transformation and support innovation – reducing our environmental impact, improving lives, and doing business in a way that respects and protects the natural world.

We look forward to continuing this journey with you towards a more sustainable future.

Mary Whitelaw
AIB Chief Strategy and Sustainability Officer

Thank you

AIB Group plc
10 Molesworth Street, Dublin 2, D02 R126
+353 (1) 660 0311
www.aib.ie/investorrelations