



Responsible Business Report
2015

Bank of Ireland 

Bank of Ireland in 60 minutes



6

People are visiting
our workbenches

9,340

Business on
Line logins

c.€4.73m

Lending approved
to Irish businesses

91

Colleagues
are getting
formal training

€1,373

Is being donated to charity

3

Colleagues are
volunteering for charity

4,945

Foreign Exchange transactions
in Great Britain &
Northern Ireland

1

Tea & Teach session
taking place

31,538

ATM & POS
transactions

7

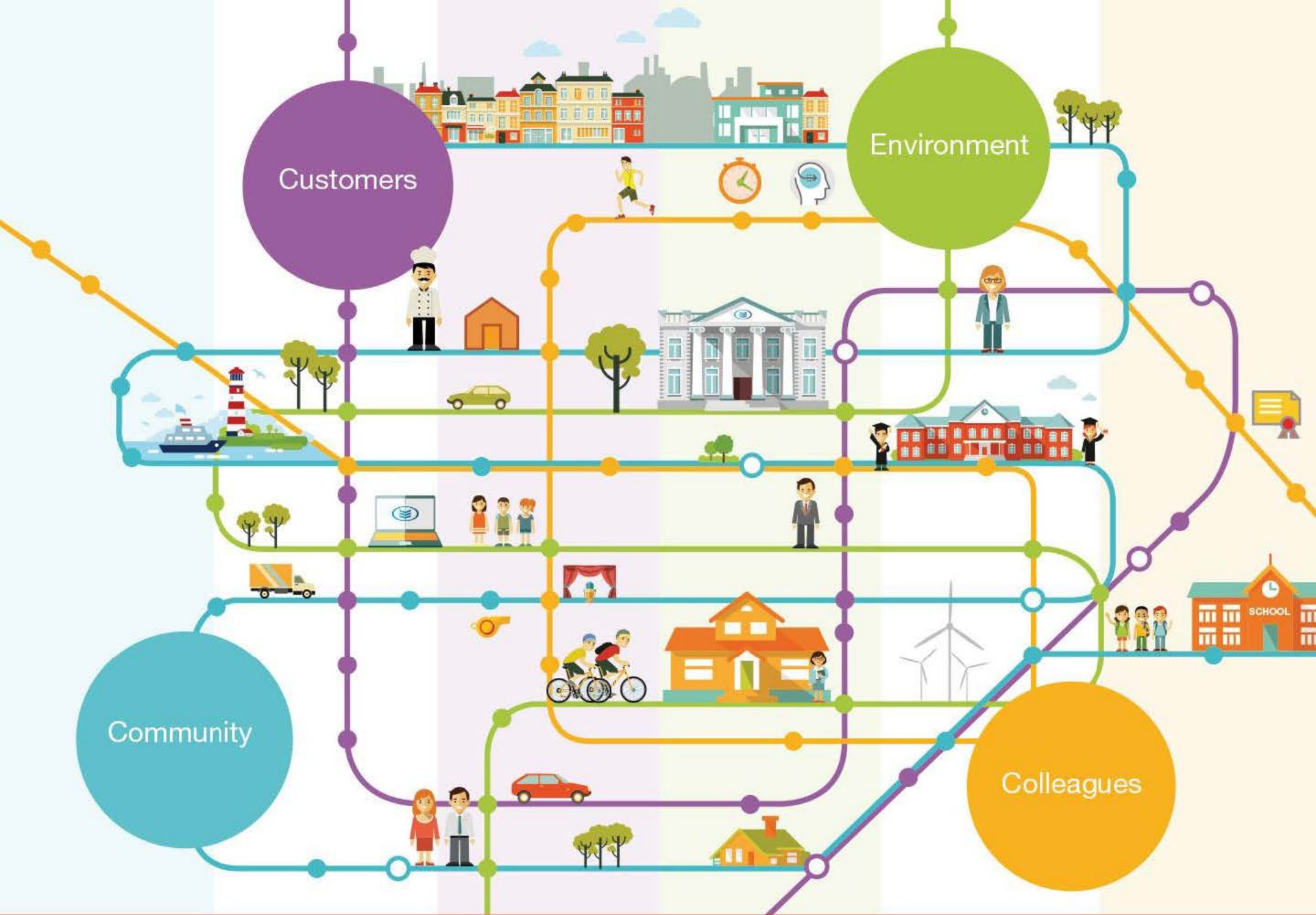
Irish mortgage
applications
are approved

17

Customer
interactions
on social
media

31

Loan applications
approved from small
Irish businesses
& farmers



Governance

Customers



€665m

Amount of lending approved to Irish farmers in 2015

88%

Average approval rate in 2015 for Irish businesses loan applications

24

Hours in which we promise to respond to customers

c.€14bn

Group new lending for 2015

€109m

Benefits paid out by Bank of Ireland Life in 2015

c.286

Branches and business centres in Republic of Ireland and Northern Ireland

c.3.1m

Customers with Bank of Ireland UK financial services products

We provided almost
3 out of 10
new mortgages in Ireland in 2015

315

Number of communications that received a Crystal Mark from the Plain English Campaign



Communities

1st

Business in the Community ranking for generosity of our workforce in Ireland

279

Learn to Earn & Young Enterprise Northern Ireland sessions taught by our volunteers in 2015

5

Number of dedicated flagship charity partners in 2015

45,548

Hours volunteered since 2007

245

Charitable organisations attending Training Days in Learningzone

525

Guests invited to Christmas theatre shows for our charity partners

c.€2.5m

Charitable giving in 2015

1,182

Projects supported by the Bank of Ireland Staff Third World Fund since 1982

€101,805

Raised for Barnardos through Be Our Inspiration



Colleagues



2,628

Colleagues
acquiring professional
qualifications

2,366

Colleagues sponsored
to take an educational
qualification in 2015

27

Participants in
Be Our Inspiration

168

Be At Your Best
Champions

60

Transition Year
placements

46

My Career Best
workshops
took place

1,000+

Colleagues who
had one-to-one
Body Composition
Analyses carried out

11,301

Average number
of people employed
in 2015

80

Recruits to our
award-winning
Graduate Programme
in 2015

60

Colleagues took
part in the
Dublin Pride
Parade



Environment

1st

Financial institution in the world to be externally certified to EN16001 Energy Management System in 2010, which was successfully transitioned to the international standard - ISO 50001 - in 2012

10

Years carbon desk trading has been open

2003

The year we started participating in Carbon Disclosure Project

13

Years we have been financing commercial wind farms

346,663

Homes powered by wind farms financed by Bank of Ireland

959

Outfits created out of 'waste' materials for Junk Kouture 2015

95%

Amount of general waste recycled

483

Number of bikes bought by staff under the Cycle to Work scheme in 2015

330

Sites monitored for usage rate of electricity, oil and gas usage every 15 minutes by smart technology





Governance

Operating to the highest ethical standards

Code of Conduct

Encouraging colleagues to speak up

Avoiding conflicts of interest

Policies, standards and procedures

Keeping customer information safe

Will you make a difference in 2016?

2,628

Colleagues who acquired professional qualifications

c.€14bn

Group new lending for 2015

c.€2.5m

Charitable giving in 2015

80

Recruits to our award-winning Graduate Programme in 2015

95%

General waste recycled

1,244km

Distance cycled in Big Blue Box Volunteer Challenge

1,000+

Volunteer Days given in 2015

8 OF 10

Irish mortgage applications approved

168

Be At Your Best Champions

7,400

Kilometres run during Couch to 5K

