

## **Charter of Inclusion**

At AIB, we are changing our branches, so that everyone can use them.

We have worked closely with AIB ROI to review our branches in AIB NI, to make sure using a branch is a positive and autism friendly experience.

This is what we have done in our branches:

### **Sensory Environment**

Each branch has a sensory support box with tools such as ear defenders, handheld sensory mats and stress balls so that customers can manage the effects of sensory stimulus.

A quiet space will be available in each branch.

We will develop maps of our branches and make the maps available online. They will show areas with heightened stimuli. We expect to have all of the sensory maps completed in 2025.

### **Communication**

We have trained all our colleagues in branches in Autism Acceptance and Understanding. Our aim is to train all new members of our team within six months of them starting with us.

Customers may let us know, by telling a staff member, or emailing a branch if they may benefit from patience, help and understanding. We can record this so that the next time we will know the support that is needed.

We will have signage in each of our branches which will show the supports that are available to autistic customers.

### **Predictability and Control**

When a customer tells us that they need additional support, we will arrange a time to guide them through the branch and its services. We are prepared to take time over meetings if customers need it.

We have developed a visual step by step guide to visiting a branch which is available online.

## **Judgement and Attitude**

We welcome assistance dogs.