

## **Charter of Inclusion**

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

We asked AsIAm, Irelands Autism Charity to review some of our branches, 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 are changing and improving the lighting in our branches from fluorescent to LED lighting.

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**

With the help of AsIAm, 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 shows their AsIAm Autism ID card, or 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.

We will continue to work with AsIAM to make all our branches as user-friendly as possible for autistic people.

AIB will renew our Accreditation with AsIAM annually to ensure that up to date training on Understanding Autism is provided to assist us to support all of our customers accessibility needs.