



Sustainability related Reporting and Assurance 2023

Bank of Ireland Group plc



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Key Performance Indicators (KPIs) that are marked with * in this Report are prepared in line with Reporting Criteria and subject to Limited ISAE 3000 (revised) and ISAE 3410 assurance by KPMG for the 2023 Bank of Ireland Group plc Sustainability Report. Please see pages 39-41 for Reporting criteria and pages 42-43 for KPMG's limited assurance opinion.



UNPRB Reporting and Self-assessment report 2023

Principle 1: Alignment We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.			
Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
1.1 – Business model	Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services.	<p>The Bank of Ireland Group is a diversified Financial Services Group. Bank of Ireland, now a subsidiary of Bank of Ireland Group plc, was established in 1783 by Royal Charter. A traditional, relationship-driven retail and commercial bank with a conservative business philosophy, we have a clear and compelling strategy.</p> <p>In March 2023, our refreshed Group Strategy for 2023-2025 was launched. This strategy builds on our 240 year heritage and is guided by our purpose, which is to help customers, colleagues, shareholders and society to thrive. Our values are central to how we work to deliver this strategy. At Bank of Ireland, we are customer first, better together, we take ownership and are decisive.</p>	For further information see our Group Website: About Bank of Ireland – Bank of Ireland Group Website
	Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.	<p>Our strategy is built on three strategic pillars:</p> <ul style="list-style-type: none"> • Stronger relationships – Establish deeper, mutually value-adding customer relationships led by our colleagues through tailored engagement, and easier, joined-up services and products across customers' financial needs and life stages. • Simpler business – Simplify the day-to-day activities and interactions of our customers and colleagues, particularly leveraging digital and data, allowing them to do more, faster and more easily. • Sustainable company – Deliver impact on the most critical challenges facing our customers, colleagues and society and ensure ongoing focus on stability, risk management and operational risk resilience across the Group for our expanded customer base. <p>Bank of Ireland Group is one of the largest financial services groups in Ireland and provides a broad range of banking and other financial services. The composition of our €81 billion loan portfolio as at 31 December 2023 was: Republic of Ireland (ROI) Mortgages: 39.9%; United Kingdom (UK) Mortgages: 18.6%; Non-Property SME & Corporate: 25.3%; Property & Construction: 9.0%; and Consumer: 7.2%.</p> <p>As at 31 December 2023, the Group was organised into four trading segments and one support division to effectively serve our customers – Retail Ireland, Wealth and Insurance (W&I), Retail UK, Corporate and Commercial, and Group Centre.</p> <p>The W&I division includes New Ireland Assurance plc (New Ireland) and Davy. Both New Ireland and Davy are signatories to the UN backed Principles of Responsible Investing (PRI). New Ireland report as an Asset Owner. Davy report as an Asset Manager. New Ireland completed its first PRI submission in 2023 (reference year 2022) and Davy will complete its first submission in 2024 (reference year 2023). Collectively the submissions cover AUM of c. €31 billion.</p> <p>As signatories to the PRI New Ireland and Davy (i) provide an overview of their approach and achievements on responsible investment (ii) facilitate the use of PRI reporting by external stakeholders to learn about their general responsible investment beliefs (iii) raise internal awareness of, and internal accountability for, PRI reporting and responsible investment in general, and (iv) encourage internal use of PRI reporting for decision making and for tracking progress on responsible investment.</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Our Strategy – page 10 • Sectoral Concentrations – page 33 • Divisional review – page 61 • Note 25 Credit risk exposures – page 287 <p>Please see Responsible Investing on pages 25 and 26 of the 2023 Sustainability Report.</p>



UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>1.2 – Strategy alignment</p>	<p>Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?</p> <p>Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.</p>	<p>Yes</p> <p>The Group's refreshed Strategy is built on three strategic pillars: building stronger relationships with our customers and colleagues, continuing to simplify our business for customers and colleagues, and creating a culture of constant improvement in the sustainability of the company for the future.</p> <p>By embedding sustainability into the Group's strategy as one of the three core strategic pillars, 'Sustainable Company', we continue to turn our ambitions into action, delivering practical sustainability solutions that make a difference.</p> <p>Sitting below the Group's Sustainable Company pillar is our 'Investing in Tomorrow' Sustainability strategy. Our focus is on our material Environmental, Social and Governance (ESG) impacts and opportunities aligning to science and best practice, starting with the UN Sustainable Development Goals (SDG), the blueprint for a more sustainable future for all. Our Sustainability strategy and approach centres on three pillars: supporting the green transition, enhancing financial wellbeing and enabling our colleagues to thrive, supported by a number of foundational topics.</p> <p>Under the 'supporting the green transition' pillar, we are committed to working with our customers, colleagues, society and shareholders to support their transition to a resilient, net zero economy by 2050, in line with the Irish and UK governments' ambitions and actions. In 2022, we became the first Irish retail bank with greenhouse gas (GHG) emission reduction targets validated by the global gold standard Science Based Targets initiative (SBTi). These Science Based Targets (SBTs) set GHG reduction targets that are aligned with the Paris Climate Agreement across both our business operations and sustainable finance deployment to support the transition by our customers. We made our inaugural reporting disclosures against progress against SBTs in the 2023 Annual Report published in February 2024.</p> <p>We hold the leading position as the # 1 bank recognised for financial wellbeing in the Irish market and we strengthened our commitment even further in 2023 by publishing our UNPRB Financial Health & Inclusion targets, the first and only Irish bank and one of currently 24 banks globally to do this.</p> <p>Our UNPRB commitment focuses on supporting our customers day-to-day and life event financial resilience. Our enhancing financial wellbeing strategy is driven by three pillars (1) Fostering Financial Inclusion (2) Improving Financial Literacy and Capability (3) Building a more financially resilient and confident Ireland.</p>	<p>Please see the Sustainability Strategy section on pages 15-20 of the 2023 Annual Report for further detail.</p>



UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>1.2 – Strategy alignment</p>	<p>Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?</p>	<p>The Group has committed to aligning with a number of mandatory and voluntary frameworks specifically related to Sustainability, including:</p> <p>Mandatory Commitments:</p> <ul style="list-style-type: none"> • EU Non-Financial Reporting Directive (NFRD) • Corporate Sustainability Reporting Directive (CSRD) effective from 1st January 2024 • The Taskforce on Climate-Related Financial Disclosures (TCFD)¹ • EU Taxonomy • EBA Sustainable Finance Pillar 3 ESG Disclosures • EU Sustainable Finance Disclosure Regulation (SFDR), applicable to Group entities New Ireland Assurance Company plc, Davy and Bank of Ireland Investment Markets • Regulatory expectations on climate change as set out by the European Central Bank (ECB), the Prudential Regulatory Authority (PRA) for BoI UK plc and the Basel Committee on Banking Supervision <p>Voluntary Commitments:</p> <ul style="list-style-type: none"> • UNEP FI Principles for Responsible Banking (UNPRB) • UN Principles for Responsible Investment (UNPRI) • UN Principles for Responsible Banking 'Commitment to Financial Health and Inclusion' • CDP (formerly The Carbon Disclosure Project) • UN Sustainable Development Goals (SDGs) • Science Based Targets initiative (SBTi) • Partnership for Carbon Accounting Financials (PCAF) • Taskforce for Nature-related Financial Disclosures (TNFD) Forum • Partnership for Biodiversity Accounting Financials (PBAF) • All-Ireland Pollinator Plan • UNPRB Nature Target-setting Working Group • Circuléire • Business in the Community Ireland's Low Carbon Pledge and Elevate Pledge • ISO 50001 Energy Management System and ISO 14001 Environmental Management System (EMS) <p>The disclosures in the Sustainability Report and the Sustainability disclosures in the 2023 Annual Report have been informed by the guidance of the GRI Standards, UNPRB and TCFD frameworks, as well as the regulatory expectations of the ECB and PRA.</p>	<p>Please see Memberships, associations and ratings on page 71 of the 2023 Sustainability Report.</p>

1. TCFD which was mandatory for Bank of Ireland UK Plc has been disbanded in December 2023 and the Financial Stability Board (FSB) transferred the responsibility of monitoring companies' climate-related disclosures to the International Financial Reporting Standards (IFRS) Foundation.



UNPRB Reporting and Self-assessment report 2023 continued

Principle 2: Impact and Target Setting			
We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.			
Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
2.1 - Impact Analysis (Key Step 1)**	Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil the following requirements/elements (a-d):	<p>In 2020, the Group carried out an initial impact assessment to understand both the positive and negative impacts of its products and services on society and the environment in its primary geographies of Ireland and the UK covering consumer banking, business banking and corporate banking. In conducting the impact assessment, the Group used the UNEP FI Portfolio Impact Analysis Tool for Banks and fulfilled the key elements listed.</p> <p>In 2023, we updated our impact assessment using version 3 of the UNEP FI Portfolio Impact Analysis Tool for Banks released in November 2022. We refreshed the impact assessment in early 2024 based on 31 December 2023 data.</p>	For further information on our Sustainability Strategy, click here .
	a) Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.	<p>The Group's W&I business has not yet been included in the scope of the impact assessment due to data challenges. The W&I business is focused on compliance with the EU SFDR and the UNPRI frameworks.</p> <p>The PRI represents the leading global standard for asset owners, asset managers and institutional investors. Membership of the PRI demonstrates the commitment of W&I to responsible investment and provides a forum to collaborate and learn with their peers about the financial and investment implications of ESG issues.</p> <p>New Ireland and Davy have Responsible Investment and Engagement policies. These policies outline the extent to which Responsible Investment and Engagement is embedded into their investment management and ownership practices. As part of the requirements for SFDR and UNPRI reporting, the business is working on enhancing its data capability which should enable the Group to include W&I in the scope of the impact assessment in future years.</p>	<p>The New Ireland Policies can be found here</p> <p>The Davy policies can be found here</p>
	b) Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope	<p>The scope of the impact analysis included our €81 billion loan portfolio at end of December 2023 which was broken down as follows:</p> <ul style="list-style-type: none"> • ROI Mortgages: 39.9%; UK Mortgages: 18.6% • ROI Non-Property SME & Corporate: 21.9%; UK Non-Property SME & Corporate: 2.1% • Other Non-Property SME & Corporate: 1.3% • ROI Property & Construction: 8.5%; UK Property & Construction: 0.5% • ROI Motor Lending: 1.0%; UK Motor Lending: 2.7% • ROI Credit Card: 0.8% • ROI Consumer Loans: 1.2%; UK Consumer Loans: 1.5% 	<p>Please see Sectoral Concentrations on page 34 of the 2023 Sustainability Report.</p> <p>Please see the 2023 Annual Report for further details: Note 25 Credit risk exposures – page 287.</p>
	If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/ major activities lie in terms of industries or sectors.		

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>2.1 – Impact Analysis (Key Step 1)**</p>	<p>c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate? Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis.</p> <p><i>This step aims to put your bank's portfolio impacts into the context of society's needs.</i></p>	<p>Using the Portfolio Impact Tool, it was assessed that the priority areas in terms of most relevant needs and challenges in our main geographies are 'Availability, accessibility, affordability, quality of resources & services', 'Climate stability', 'Circularity', 'Integrity & security of person' and 'Biodiversity & healthy ecosystems'. The findings of the impact assessment are consistent with the initial assessment as well as our materiality assessment undertaken in 2020 during which we extensively engaged with stakeholders including customers, colleagues, suppliers, trade associations and non-governmental organisations (NGOs), among others which significantly informed our 'Investing in Tomorrow' Sustainability strategy (launched in March 2021).</p> <p>In 2023, in preparation for the CSRD, we conducted an initial Double Materiality Assessment (DMA) to further understand both the impact materiality (i.e. Impacts (I)) that the Group has on sustainability matters and the financial materiality (i.e. Risks (R) and Opportunities (O)) of sustainability matters impacting the Group. The outcome of our assessment using the Impact Analysis Tool also aligns with the outcome of our initial DMA.</p> <p>This process built on our previous Materiality Assessment updating our understanding of our material ESG risks and opportunities, and their financial effects on the Group. The results are informing our strategy and processes for managing our IROs. They are shaping our ESG data collection and form the basis of the Group's CSRD reporting requirements expected in Q1 2025.</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> Preparing for the Corporate Sustainability Reporting Directive (CSRD) – page 23
	<p>Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified?</p>	<p>The assessment showed that positive impact areas associated with the business and corporate banking activities in Ireland and the UK include 'Availability, accessibility, affordability, quality of resources & services', 'Healthy economies' and 'Livelihood', and negative impact areas include 'Circularity' and 'Climate Stability'.</p> <p>With regard to the Group's consumer banking activities in Ireland and the UK, the assessment showed that it has positive impacts in the areas of 'Availability, accessibility, affordability, quality of resources & services' and 'Socio-economic convergence', and negative impacts in the areas of 'Circularity', 'Climate Stability' and 'Availability, accessibility, affordability, quality of resources & services'.</p> <p>As 'Climate Stability' has again been identified as one of our key negative impacts and it a priority area in our main geographies, it has been chosen as one of our significant impact areas and is the primary focus of our 'Supporting the Green Transition' pillar as part of our Sustainability strategy.</p> <p>Given that 'Finance' is a significant impact area in consumer banking, we have chosen it as our second significant impact area. It correlates with financial health and inclusion which forms a key element of our Sustainability strategy under the 'Enhancing Financial Wellbeing' strategic pillar.</p>	<p>For further information on our Sustainability Strategy, click here.</p>
	<p>Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)? Please disclose.</p>	<p>The assessment of the consumer banking activities in Ireland and the UK showed that it has positive impacts in the areas of 'Availability, accessibility, affordability, quality of resources & services' and 'Socio-economic convergence', and negative impacts in the areas of 'Circularity' and 'Climate Stability'.</p> <p>As climate has again been identified as one of our key negative impacts, it has been chosen as one of our significant impact areas and is the primary focus of our 'Supporting the Green Transition' pillar as part of our Sustainability strategy.</p> <p>Given that 'Financial health and inclusion' is a significant impact area in consumer banking and forms, we have chosen it as our second significant impact area. It correlates with a key element of our 'Enhancing Financial Wellbeing' strategy.</p>	<p>Please see the 'How we measure success' sections of our Sustainability Strategy document.</p>

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>2.1 – Impact Analysis (Key Step 1)**</p>	<p>d) <i>For these (min. two prioritized impact areas):</i> Performance measurement: Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context.</p> <p>In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services. If you have identified climate and/or financial health & inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex.</p> <p>If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this.</p> <p><i>The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.</i></p>	<p>In 2022, Bank of Ireland became the first Irish bank to have its GHG emission reduction targets validated by the Science Based Targets initiative (SBTi). The targets cover 76% of the baseline FY2020 loan book and all of the Group's own operations. In early 2023, we extended our sustainable finance lending targets to c.€15 billion of Sustainable finance on the Group's balance sheet by 2025 and c.€30 billion by 2030. We made our inaugural reporting disclosures against progress against SBTs in the 2023 Annual Report published in February 2024.</p> <p>The Group will commence reporting of financed emissions from H2 2024 in line with Pillar 3 ESG Reporting timelines.</p> <p>In December 2021, Bank of Ireland became the only Irish bank to become a founding signatory of the UNPRB 'Commitment to Financial Health and Inclusion'. This includes a commitment to define measures of success and share best practice approaches to progress financial health and inclusion, thereby encouraging widespread adoption across the banking sector. Bank of Ireland has acted as co-lead of the UNPRB working group on Financial Health and Inclusion since 2022. A framework, key principles and theory of change approach was developed, along with guidance documentation for signatory banks on measurement of core indicators to support external reporting of financial health and inclusion metrics, and against which progress will be measured. In 2023, Bank of Ireland was the first and only Irish bank, and one of currently 24 banks globally to publish our UNPRB Financial Health & Inclusion targets. The targets include:</p> <ol style="list-style-type: none"> 1) Increasing from 62% (April 2023) to 70% the percentage of BoI customers who are confident (strongly or somewhat) that they have funds available to cover an unexpected day-to-day expense by 2030, and 2) Increasing from 44% (April 2023) to 50% the percentage of BoI customers who are confident (strongly or somewhat) that they have funds (Savings or Insurance) available to cover a major unexpected event by 2030. <p>Given the long-term nature of the targets, an interim plan has been developed to the end of the current strategic cycle (2025).</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Supporting the green transition – pages 17-18 • Enhancing financial wellbeing – page 20 • TCFD compliance statement – page 41 <p>Please see Science based targets on pages 13-17 of the 2023 Sustainability Report.</p> <p>Please see Building a more financially resilient and confident Ireland on page 49 of the 2023 Sustainability Report.</p>
<p>Self-assessment summary:</p>	<p>Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?</p>	<p>Scope: Yes Portfolio composition: Yes Context: Yes Performance measurement: Yes</p>	<p>-</p>
	<p>Which most significant impact areas have you identified for your bank, as a result of the impact analysis?</p>	<p>The most significant impact areas are climate change mitigation and financial health & inclusion.</p>	<p>-</p>
	<p>How recent is the data used for and disclosed in the impact analysis?</p>	<p>Up to 6 months prior to publication</p>	<p>-</p>

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>2.2 - Target Setting (Key Step 2)**</p>	<p>Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.</p> <p>The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:</p> <p>a) Alignment: which international, regional or national policy frameworks to align your bank's portfolio with have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.</p> <p><i>You can build upon the context items under 2.1.</i></p> <p>b) Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.</p> <p><i>You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.</i></p> <p><i>A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.</i></p> <p>If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes:</p>	<p>Climate</p> <p>Our impact assessment indicated that climate is our most significant negative impact, therefore we have set out a five point climate action plan as part of our 'Supporting the Green Transition' pillar. The Group has set science-based targets across our portfolios and operations, which were validated by the SBTi in December 2022. Bank of Ireland was the first Irish bank to set scientifically-validated greenhouse gas emission reduction targets. We made our inaugural SBTs emission reduction disclosures in the 2023 Annual Report published in February 2024. The targets are aligned to the goals of the Paris Agreement. The targets align with SDG 13 Climate Action, as well as supporting the national climate plans of Ireland and the UK.</p> <p>Financial Health and Inclusion</p> <p>Bank of Ireland is the only Irish bank and one of currently 24 banks globally to set and publish our UNPRB commitments on Financial Health and Inclusion (FH&I). The Bank's FH&I targets were published by the UNEP FI in July 2023 at the following link: https://www.unepfi.org/banking/commitments/commitment-to-financial-health-and-inclusion/members/</p> <p>Climate</p> <p>A variety of in-house and public data sources were used to develop our baseline financed emissions to calculate our estimated attributed emission intensities in line with the Partnership for Carbon Accounting Financials' (PCAF) 'Global Standard for the Finance Industry'. The baseline year used to calculate our financed emissions baseline values was 2020.</p> <p>Financial Health and Inclusion</p> <p>A number of sources were used to contribute and develop our financial health and inclusion targets. We aligned with a number of national frameworks, in-house resources and contextual factors including:</p> <ul style="list-style-type: none"> - Ireland's National Implementation Plan for the Sustainable Development Goals 2022-2024 - Adult Literacy for Life Strategy - Education for Sustainable Development - National Strategy - Bank of Ireland Financial Wellbeing Index and Bank of Ireland Financial Literacy Index <p>The baseline values used in setting our financial health and inclusion targets were calculated based on primary research using a national representative survey, adults aged 18+, living in the Republic of Ireland conducted in April 2023.</p>	<p>Please see Science based targets on pages 13-17 of the 2023 Sustainability Report.</p> <p>Please see Building a more financially resilient and confident Ireland on page 49 of the 2023 Sustainability Report.</p> <p>For further information on our Sustainability Strategy, click here.</p> <p>Please see Science based targets on pages 13-17 of the 2023 Sustainability Report.</p> <p>Please see UNEP FI Summary Report Commitment to Financial Health and Inclusion – pages 12 and 13</p>

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UNPRB Reporting and Self-assessment report 2023 continued

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<p>2.2 - Target Setting (Key Step 2)**</p>	<p>c) SMART targets (incl. key performance indicators (KPIs)): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.</p>	<p>Climate</p> <p>Our SBTs for the reduction of GHG emissions comprise the following:</p> <p>Own Operations: reduce absolute scope 1 and 2 GHG emissions 49% by 2030 from a 2020 base year and increase annual sourcing of renewable electricity to 100% by 2025.</p> <p>Residential Mortgages: reduce residential mortgage portfolio GHG emissions intensity by 48% (per square meter) by 2030 from a base 2020 year.</p> <p>Commercial Real Estate: reduce commercial real estate portfolio GHG emissions intensity by 56% (per square meter) by 2030 from a base 2020 year.</p> <p>Project Finance – Electricity Generation: reduce electricity generation project finance portfolio GHG emissions intensity by 63% per kilowatt hour (kWh) by 2030 from a base 2020 year. In 2023, the financed power generation attributed to two projects in the baseline was found to have been overstated resulting in a restatement of the baseline. The reduction target was accordingly updated to 63% (from 40%). The SBTi has been notified of the change.</p> <p>Long-term Corporate Lending: 25% of the Corporate lending customers (weighted by emissions) setting SBTi validated targets by 2025.</p> <p>Long-term Corporate Bonds (Bank Bonds): 25% of Corporate Bond customers (weighted by investment value setting SBTi validated targets by 2025).</p> <p>Financial Health and Inclusion</p> <p>Bank of Ireland has committed to:</p> <ul style="list-style-type: none"> Increasing from 62% (April 2023) to 70% the percentage of Bol customers who are confident (strongly or somewhat) that they have funds available to cover an unexpected day-to-day expense by 2030 Increasing from 44% (April 2023) to 50% the percentage of Bol customers who are confident (strongly or somewhat) that they have funds (Savings or Insurance) available to cover a major unexpected event by 2030 <p>These impact targets address a priority in Ireland in line with:</p> <ul style="list-style-type: none"> Ireland's National Implementation Plan for the Sustainable Development Goals 2022–24 Adult Literacy for Life Strategy Education for Sustainable Development – National Strategy The Financial Wellbeing of adults in Ireland The Financial Literacy of adults in Ireland The Financial Resilience of adults in Ireland <p>To monitor progress towards achieving its targets, the Bank will periodically track the following:</p> <ul style="list-style-type: none"> Number of Adults supported with Financial Education Initiatives, starting from a baseline value of 9,643 in 2022 Based on survey data the percentage of Bol customers who state that they have a long term (greater than 12 months) savings and or investment plan in place, starting from a baseline value of 35% in 2023 Based on survey data, the percentage of Bol customers who state that they always have some money put aside to cover day-to-day unexpected expenses, starting from a baseline value of 60% in 2023 Number of active partnerships to achieve financial health targets, starting from a baseline value of zero in 2023 	<p>Please see Science based targets on pages 13-17 of the 2023 Sustainability Report.</p> <p>Please see Building a more financially resilient and confident Ireland on page 49 of the 2023 Sustainability Report.</p>

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>2.2 - Target Setting (Key Step 2)**</p>	<p>d) Action plan: which actions including milestones have you defined to meet the set targets? Please describe. Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.</p>	<p>Climate</p> <p>We reported on progress made towards achieving our SBTs for the first time in 2023 as follows:</p> <p>Own Operations: we achieved a c.42% reduction in absolute scope 1 and 2 GHG emissions from a 2020 base year and 99.83%* sourcing of renewable electricity by 2023.</p> <p>Residential Mortgages: we achieved a c.6%* reduction in residential mortgage portfolio GHG emissions per square metre from a base 2020 year by 2023.</p> <p>Commercial Real Estate: we achieved a c.11%* reduction in commercial real estate portfolio GHG emissions per square metre from a base 2020 year by 2023.</p> <p>Project Finance – Electricity Generation: we achieved a c.28%* reduction in electricity generation project finance portfolio GHG emissions per kilowatt hour (kWh) from a base 2020 year by 2023.</p> <p>Long-term Corporate Lending: 23%* of our long-term corporate lending by financed emissions have set SBTi validated targets (against a target of 25%) with a further 20% corporates with SBT commitment in place.</p> <p>Long-term Corporate Bonds (Bank Bonds): 7%* of our corporate bonds by investment value have set SBTi validated targets.</p> <p>Financial Health and Inclusion</p> <p>We regularly track progress against our financial resilience targets aware that factors such as the economic climate and cost-of-living concerns of people impact confidence levels. We reported on progress made towards achieving our UNPRB commitments for the first time in the Group Sustainability Report 2023.</p> <ul style="list-style-type: none"> Day-to-Day Financial Resilience: 60% (-2% vs April 2023 baseline) of people who identified Bank of Ireland as their main day-to-day bank are confident (strongly or somewhat) that they have the funds to cover an unexpected day-to-day expense. At a national level (customer and non-customers) this number was also 60%¹ (no change vs April 2023 baseline) Life Event Financial Resilience: 42% (-2% vs April 2023 baseline) of people who identified Bank of Ireland as their main day-to-day bank are confident (strongly or somewhat) that they have the funds (savings or insurance) to cover a major unexpected life event. At a national level (customers and non-customers) this number was 44%¹ (-2% vs April 2023 baseline) <p>We are conscious that emission reduction is one sustainability objective alongside financial health and inclusion as well as nature and biodiversity, the Group ensures its sustainability strategy is incentivising energy efficiency and emission reduction while protecting consumers and the environment.</p> <p>For homeowners, the Group are providing incentives, not exclusions, to finance and therefore we deem there to be no negative impacts for customers.</p> <p>All property must have insurance cover in place at loan origination regardless of SBTs now committed to, with any exceptions to this policy being assessed from an overall risk perspective.</p>	<p>Please see Science based targets on pages 13-17 of the 2023 Sustainability Report.</p> <p>Please see UNEP FI Summary Report Commitment to Financial Health and Inclusion – pages 12 and 13</p>

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¹ Source: BoI's quarterly tracker of the Financial Resilience metrics with Red C among a nationally representative sample of all adults aged 18+ living in Republic of Ireland (as of March 2024).

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
2.2 - Target Setting (Key Step 2)**		<p>Financial resilience is the capacity to withstand or absorb a financial shock which can be the result of an unexpected day-to-day expense or an unexpected life event such as job loss, relationship breakdown or long-term illness. Financial resilience is a major contributing factor to financial wellbeing and as such an important step on the journey to financial health.</p> <p>Currently 24 Banks globally (including BoI) have made commitments to support universal financial inclusion and create a banking sector that supports its customers financial health. Our UNPRB commitment focuses on supporting our customers day-to-day and life event financial resilience. We will continue through financial literacy and capability including digital tools to champion building a more financially resilient and confident Ireland including financial resilience for retirement. In addition we will continue to leverage behavioural science to understand how people make decisions in relation to life event financial resilience and what works well.</p> <p>We are committed to building a more financially resilient and confident Ireland for all striving to leave no one behind on the journey to financial health. Given the nature of our ambition and our UNPRB commitments under day-to-day and life event financial resilience we deem there to be no negative impacts for our customers.</p>	-
Self-assessment summary	Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your most significant impact areas?	<p>Climate Alignment: Yes Baseline: Yes SMART targets: Yes Action Plan: Yes</p> <p>Financial Health and Inclusion Alignment: Yes Baseline: Yes SMART targets: Yes Action Plan: Yes</p>	-

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>2.3 – Target implementation and monitoring (Key Step 2)**</p>	<p>For each target separately: Show that your bank has implemented the actions it had previously defined to meet the set target.</p> <p>Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.</p> <p>Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only): describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.</p>	<p>Climate</p> <p>Some of the Group's key achievements against its five point climate action plan in 2023 included:</p> <ul style="list-style-type: none"> • Achieving a 42% reduction in absolute scope 1 and 2 GHG emissions in our own operations; • Reducing lending emissions intensity across residential mortgages (down 6%*), commercial real estate (CRE) (down 11%*) and electricity generation project finance (down 28%*); • SBTs validated by 23%* of our corporate customer base and a further 20% counterparties with SBT commitments in place; • Increasing sustainability-related finance by c.35% in 2023 from €8.2bn to c.€11.1bn* with the Group on track to meet near-term lending target c.€15bn by 2025; • The launch of the Enviroflex product in conjunction with Kerry Dairy Ireland to support farmers in implementing sustainable farm practices and the Green CapEx product for corporate banking customers for investments that meet Group sustainable finance and/or EU Green Taxonomy criteria, and • Reporting on progress made towards achieving our SBTs for the first time. <p>Financial Health and Inclusion</p> <p>Some of the Group's key achievements in 2023 under its Enhancing Financial Wellbeing pillar include:</p> <ul style="list-style-type: none"> • Being the first and only bank in Ireland and one of currently 24 banks globally to publish UNPRB commitments to financial health and inclusion; • Over 17,700 adults supported through financial education initiatives covering topics such as, saving, budgeting, borrowing, cost-of-living, mortgages, pensions and fraud awareness. • Delivering over 133 million personalised insights and tailored nudges to customers since the launch of Mi365, our in-app money management tool; • A cumulative c.270,000 people looking to start their financial wellbeing journey or checking their progress have taken a Financial Healthcheck since the tool was launched in 2019; • Supported over 7,590* vulnerable customers in 2023 and c.33,000 customers since the establishment of the Vulnerable Customer Unit (VCU) in 2019; • In 2023 we launched our 'Extra Help Hub' which centralises information on our website on all the additional supports available to customers, families, carers and advocates across a range of topics e.g. safeguarding people, accessibility and assistance, etc.; • Since 2017 over 540,000 Irish primary and secondary school students have taken part in Bank of Ireland financial literacy programmes; • Supported our customers with the launch of our 'Money Worries' hub on the group website. The hub signposts practical tips and resources to support people with money worries. Also during the year a dedicated 'Money Worries' helpline was deployed; • We run one of the most comprehensive consumer fraud awareness programmes in Ireland as a central part of our commitment to safeguarding the financial wellbeing of our customers. 	<p>Please see Five Point Climate Action Plan on pages 11 and 12 of the 2023 Sustainability Report.</p> <p>Please see Enhancing Financial Wellbeing on pages 42-50 of the 2023 Sustainability Report.</p>

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UNPRB Reporting and Self-assessment report 2023 continued

Principle 3: Clients and Customers			
We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.			
Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
3.1 – Client engagement	Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices?	Yes	–
	Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?	Yes	–
	Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved. <i>This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).</i>	<p>At Bank of Ireland, we are committed to working with our customers, colleagues, society and shareholders to support their transition to a resilient, net zero economy by 2050, in line with the Irish and UK governments' ambitions and actions. Our Five Point Climate Action Plan, first introduced in 2021 under the 'Supporting the Green transition' pillar of our Sustainability strategy, outlines the key role we play in facilitating Ireland and the UK's green transition to a low carbon economy and our efforts to reduce our own impact on the environment. With the successful implementation of our Five Point Climate Action Plan, we have now moved from a planning and execution phase into a delivery phase, or from ambition to action.</p> <p>Our five point climate action plan is made up of the following:</p> <ul style="list-style-type: none"> • Science-based targets: Manage and track our lending practices to make progress against our emission reduction targets. • Provide sustainable financing: Support our customers through our core financing and advisory capabilities to enable them to transition to Net Zero and develop and deploy low carbon technologies. • Decarbonise our own operations: Make our own operations Net Zero by 2030. • Manage climate related risks: Build our own resilience by embedding climate-related impacts in our decision making processes for our own operations, in lending and investment decisions and the advice we give our customers. • Transparently report our progress: Commit to transparently report on the progress we are making towards our ambitions and reporting in line with the recommendations of the TCFD. <p>In April 2024, we published our Sustainable Finance Framework to provide transparency to our stakeholders on our approach to Sustainable Financing. Within this framework, we are disclosing the criteria we will use to classify financial commitments and products as sustainable, and we are making the composition of the Sustainable Finance portfolio transparent.</p> <p>We are committed to building a customer focused organisation that invests in improving service and digital capabilities, while also getting the basics right.</p> <p>To support our strategic commitment to Serve Customers Brilliantly, our Group Code of Conduct sets out the high standard that we set ourselves when we deal with others, both within and outside the Bank of Ireland Group, and in our personal financial dealings. The code is supported by other policies such as our Speak Up policy and our Anti-bribery and corruption policy. All colleagues complete mandatory Web Based Training (WBT) on an annual basis on all of these aspects.</p>	<p>For further information on our Sustainability Strategy, click here.</p> <p>Please see Five Point Climate Action Plan on pages 11 and 12 of the 2023 Sustainability Report.</p> <p>Please see Sustainability Exclusion list.</p> <p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Our Strategy – page 10 <p>Please see Enhancing Financial Wellbeing on pages 42-50 of the 2023 Sustainability Report.</p> <p>Please see Business Ethics on page 74 of the 2023 Sustainability Report.</p>



UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>3.1 – Client engagement</p>		<p>Bank of Ireland Corporate and Commercial has externally published a Sustainability Exclusion list clearly setting out our risk appetite for lending to potentially sensitive sectors which we believe cause environmental and/or social harm to society and our communities. Applying to all relationship managed lending arrangements within the Corporate and Business Banking businesses, we will not provide financing to customers who are deemed to engage in this defined list of excluded business activities.</p> <p>In 2023, the role of Group Chief Customer Officer was newly created to align to our customer first value and support our continued focus on customers.</p> <p>One of the key pillars of our Sustainability strategy is 'Enhancing financial wellbeing'. We are committed to empowering people with the knowledge and skills needed to make the most of their finances, so they can be in control of their everyday spending, have a plan for the future and the resilience to withstand the financial impact of an unexpected expense or a major life event.</p> <p>Our 2023 research shows that Ireland's financial wellbeing decreased. In addition, for the first time since research began in 2018, the nation has been classified as 'stretched', albeit marginally, down from having previously been in the 'managing' category. This demonstrates the impact the changing economic environment is having on peoples' financial lives.</p> <p>The Group's financial wellbeing strategy is driven by 3 key pillars:</p> <ul style="list-style-type: none"> • Fostering financial inclusion – our ambition is to ensure inclusive and effective access to products and services for all, striving to leave no one behind on the journey to financial health; • Improving financial literacy and capability – our ambition is to empower people (including colleagues) with the knowledge and skills to help them improve their financial literacy and capability on their journey to financial health; and • Building a more financially resilient and confident Ireland – our ambition is to increase the number of customers and colleagues who have the resilience to withstand the financial impact of an unexpected day-to-day expense or a major life event. <p>2023 achievements include:</p> <ul style="list-style-type: none"> • Being the first and only bank in Ireland and one of currently 24 banks globally to publish UNPRB commitments to financial health and inclusion; • Over 17,700 adults supported through financial education initiatives covering topics such as, saving, budgeting, borrowing, cost-of-living, mortgages, pensions and fraud awareness. • Delivering over 133 million personalised insights and tailored nudges to customers since the launch of Mi365, our in-app money management tool; • A cumulative c.270,000 people looking to start their financial wellbeing journey or check how they are tracking have taken a Financial Healthcheck since the tool was launched in 2019; • Supported over 7,590* vulnerable customers in 2023 and c.33,000 customers since the establishment of the Vulnerable Customer Unit (VCU) in 2019; • In 2023 we launched our 'Extra Help Hub' which centralises information on our website on all the additional supports available to customers, families, carers and advocates across a range of topics e.g. safeguarding people, accessibility and assistance, etc. 	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Increasing our sustainable finance products and support – pages 28-29 <p>Please see Providing Sustainable Finance on pages 18-24 of the 2023 Sustainability Report.</p> <p>For the Group's Green Bond Impact Report and Allocation Report click here.</p>

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
3.1 – Client engagement continued		<ul style="list-style-type: none"> Since 2017 over 540,000 Irish primary and secondary school students have taken part in Bank of Ireland financial literacy programmes; Supported our customers with the launch of our 'Money Worries' hub on the Group website. The hub signposts practical tips and resources to support people with money worries. Also during the year a dedicated 'Money Worries' helpline was deployed; We run one of the most comprehensive consumer fraud awareness programmes in Ireland as a central part of our commitment to safeguarding the financial wellbeing of our customers. 	–
3.2 – Business opportunities	Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).	<p>As part of our commitment to the Green Transition, we are constantly reviewing and expanding our range of Sustainable Finance solutions and in 2023 there were a number of product developments, which represent practical and meaningful interventions for our customers across key sectors and highlight the collaborative partnerships central to our ecosystem approach. In 2023 we extended our sustainable financing targets to c.€15 billion by 2025 and c.€30 billion by 2030 and by the end of 2023, our sustainable finance portfolio grew by c.35%, reaching about €11.1 billion*. The fund covers our suite of sustainable finance products and initiatives which include the following:</p> <p><i>Green mortgages</i> – Since the Group launched Ireland's first green mortgage in 2019, c.€6.5 billion has been drawn down by borrowers. A green mortgage is available to new customers who are buying or building a property with a BER of B3 or better as well as to customers who are retrofitting an existing property to a BER of B3 or better. We're on track to meet our targets, thanks in part to the popularity of our green mortgages, which represented c.50% of all new mortgage lending in the Republic of Ireland this year. The Group has also rolled out green mortgage and green buy to let products in the UK. In April 2024 we have launched our ROI Mortgage EcoSaver proposition to the market which is a major redesign of our proposition in our largest product line that is fully aligned to our 5-Point Climate Action Plan. By offering tiered interest rate discounts based on the BER rating it puts sustainability and energy efficiency at the centre of our engagement with new and existing customers.</p> <p><i>Green home improvement loan</i> – In support of the Ireland's Climate Action Plan and the Government's retrofit ambitions to retrofit 500,000 homes to a BER B2 standard by 2030, Bank of Ireland offers a Green Home Improvement Loan designed to fund energy-efficiency upgrades.</p> <p><i>Green transport</i> – Bank of Ireland offers flexible finance options working with 25 car brands. In 2023, we supported financing for over 50% of new EV's within our franchise partnership. Bank of Ireland Finance is the exclusive finance partner for Nevo, Ireland's first dedicated electric vehicle platform. The Nevo platform offers a comprehensive range of services for those looking to learn more or switch to electric. We are also working with Nevo on the decarbonisation of our Bank of Ireland fleet of vehicles as we aim to make our own operations net zero by 2030.</p> <p><i>SBCI Growth and Sustainability loan scheme</i> – In September 2023, Bank of Ireland became the first lender to join the €500m Growth and Sustainability government loan scheme offered by the Strategic Banking Corporation of Ireland (SBCI). The scheme will provide 'competitively priced' loans between €25k and €3m for up to ten years to eligible SMEs, including farmers, fishermen and small mid-caps.</p> <p><i>Enviroflex</i> – Sustainability-Linked Agri Lending – In November 23, Bank of Ireland in partnership with Kerry Dairy Ireland, launched its Enviroflex sustainability-linked loans to provide a discounted funding option for farmers implementing sustainable farming practices.</p> <p><i>Green CapEx Loans</i> – Following engagement with customers to understand the challenges they are facing on their Sustainability journeys, Corporate Banking launched a new Green Capex product that can be used by all their customers to support their green initiatives. The product offers competitive loan terms where loan proceeds are used to finance EU Taxonomy compliant activities and/or in line with Bol's Sustainable Finance Framework green lending criteria.</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> Supporting the green transition – pages 17-18 Strategy – pages 25-29 <p>For further information on our Sustainability Strategy, click here.</p> <p>For the Group's Green Bond Impact Report and Allocation Report click here.</p> <p>For the Ecosaver product, click here.</p>

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
3.2 – Business opportunities continued		<p><i>Green business loans</i> – The Green Business Loan offers discounted finance to businesses, who want to implement energy-saving initiatives in order to reduce their carbon footprint and their costs.</p> <p><i>Financing renewable energy</i> - Wind has an important part to play in decarbonising the economy and as a leading lender to the renewable energy sector, we have financed a number of wind energy projects across the Irish and British isles. We have been lending to onshore wind projects for many years and are now expanding our support for offshore wind with the intention to build a leading position as the Irish market grows.</p> <p><i>Green bond framework</i> – The Group issued €2.25 billion in bonds through our Green Bond Framework during 2023, bringing total issuances to date to c.€4.75 billion. Funds raised through the Group's green bonds are used to deploy funding to finance clean transportation, renewable energy and green buildings. In March 2024, the Group published its Green Bond Allocation Report for 2023 which provides further information on the projects financed through the Green Bond Framework.</p>	-

Principle 4: Stakeholders We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
4.1 – Stakeholder identification and consultation	<p><i>Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process?</i></p> <p>Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.</p>	<p>Yes</p> <p>We engage regularly with our stakeholders through a variety of methods, including surveys, social media, meetings, working groups and more.</p> <p>To inform the development of our Sustainability strategy, we conducted our first materiality assessment in 2020. This allowed us to get a deeper understanding of the issues important to our stakeholders. We completed a horizon scanning exercise initially to understand the key issues in this agenda. This was informed by our purpose, values and strategic priorities, existing surveys with customers and colleagues, peer reviews, regulation and a review of trends, media and relevant research. A shortlist of 25 topics was produced from this exercise.</p> <p>To prioritise, these topics were then explored in a comprehensive stakeholder engagement exercise – which sought the views of customers, colleagues, suppliers, trade associations and NGOs among others; through interviews and surveys. Stakeholders were asked to indicate how important they considered each of the topics to be and their reasons for this. The materiality assessment findings significantly informed our 'Investing in Tomorrow' Sustainability strategy.</p> <p>During 2023, as part of our preparation for our first CSRD compliance report for 2024, we undertook an initial Double Materiality Assessment (DMA) with extensive engagement with both internal and external stakeholders. A DMA is the essential first step towards CSRD compliance that identifies which sustainability-related matters are most material to the Group and our stakeholders, taking both an "inside-out" approach (i.e. Impacts (I) that the Group has on sustainability matters) and an "outside-in" approach (i.e. Risks (R) and Opportunities (O) that may be generated by sustainability matters that can have financial effects on the Group).</p> <p>This process built on our previous Materiality Assessment updating our understanding of our material ESG risks and opportunities, and their financial effects on the Group. The results are informing our strategy and processes for managing our IROs. They are shaping our ESG data collection and form the basis of the Group's CSRD reporting requirements expected in Q1 2025.</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> Preparing for the Corporate Sustainability Reporting Directive (CSRD) – page 23 <p>For further information on our Sustainability Strategy, click here.</p>



UNPRB Reporting and Self-assessment report 2023 continued

Principle 5: Governance & Culture			
We will implement our commitment to these Principles through effective governance and a culture of responsible banking.			
Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
5.1 – Governance Structure for Implementation of the Principles**	Does your bank have a governance system in place that incorporates the PRB?	Yes	-
	<p>Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about</p> <ul style="list-style-type: none"> which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to), details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as remuneration practices linked to sustainability targets. 	<p>Yes</p> <p>The Board is collectively responsible for the long-term sustainable success of the Group and for ensuring there is a strong corporate structure in place, which is aligned with the Group's strategy and purpose. It provides leadership of the Group, setting strategic aims, within the boundaries of the Group's risk appetite and a framework of prudent and effective controls.</p> <p>The Board is supported by two Board-level committees on Sustainability matters; the Group Sustainability Committee (GSC) and the Board Risk Committee (BRC). On behalf of the Board, the GSC oversees the development and implementation of the Group's Sustainability and UN Principles for Responsible Banking (PRB) commitments, as well as the approval and monitoring of Sustainability targets and objectives, including the Group's SBTs and Financial Health and Inclusion targets. The GSC, together with the BRC, oversees related risks, including monitoring the Climate Risk Implementation Plan. As part of that role, the GSC oversees progress against ESG targets, review of ESG-related commitments and the publication of the Sustainability Report. On behalf of the Board, the BRC is responsible, jointly with the GSC, for inter alia ensuring that ESG risks are integrated into the Group Risk Management Framework.</p> <p>Additionally, the Group Audit Committee (GAC) is responsible for inter alia monitoring the quality and integrity of the financial statements, including sustainability disclosures on behalf of the Board. The level of GAC involvement in sustainability related matters is intended to increase over the course of 2024, given enhanced disclosures requirement under CSRD.</p> <p>The GSC is chaired by an Independent Non-Executive Director of the Group. The GSC met nine times in 2023.</p> <p>Executive oversight is provided by the most senior executive committee in the Group, the Group Executive Committee (GEC), which acts in an advisory capacity to the CEO and assists the CEO in the management and leadership of the Group on a day-to-day basis. The GEC has overarching responsibility for delivery and operationalisation of the Group's Sustainability strategy, with specific executive responsibility for sustainability delegated to the Chief Sustainability and Investor Relations Officer (CSIRO), who reports to the Group Chief Financial Officer (CFO). Members of the GEC include the CFO, Divisional CEOs and the Chief Risk Officer (CRO).</p> <p>The GEC receives regular updates on progress against key initiatives from the Sustainability Decision Group (SDG). The SDG brings together senior business and functional management across the Group to enable a coordinated approach to sustainability objectives and to provide a discussion and decision-making forum to deliver on the Group's sustainability agenda. The SDG is chaired by the CSIRO.</p> <p>In November 2022, the Irish Government announced that a number of crisis-era restrictions related to remuneration were being lifted in respect of the Group. These included removal of the blanket prohibition on variable pay and the introduction of a variable pay cap of €20,000. As a result of these changes the Group has implemented a regulatory compliant Group Profit Share scheme for all colleagues in all jurisdictions. This has enabled the Group to improve the links between remuneration, personal performance, delivery for customers and the achievement of our long term strategic and commercial goals.</p> <p>With 'Sustainable Company' now a core strategic pillars, ESG is mainstreamed into our performance management system. The appropriateness of the final profit share is assessed against a mix of financial and nonfinancial criteria, including profit and related metrics, affordability, customer, and ESG, with the pool as a whole subject to risk adjustment.</p>	<p>Please see Group role, responsibilities and remuneration on pages 69 -70 of the 2023 Sustainability Report.</p> <p>Please see Letter from Chair of the Group Sustainability Committee (GSC) on page 3 of the 2023 Sustainability Report.</p> <p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> Attendance table – page 119

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UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>5.2 – Promoting a culture of responsible banking:</p>	<p>Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).</p>	<p>With 'Sustainable Company' now a core strategic pillar, ESG is mainstreamed into our performance management system. This puts it on every colleague's 'to do' list. The appropriateness of the final profit share under the Group Profit Share scheme is assessed against a mix of financial and nonfinancial criteria, including profit and related metrics, affordability, customer, and ESG, with the pool as a whole subject to risk adjustment.</p> <p>In 2023, mandatory all-colleague Sustainability training was rolled out across the Group and was completed by 99% of colleagues. Sustainability – related learning was provided to the GSC and senior ESG-related stakeholders in 2023, and bespoke role-specific Sustainability training has also been rolled out across our business divisions. In addition, the Board also took part in external Sustainability training in July 2023 and senior leaders across the Group took part in ESG training with David Carlin from the UNEP FI in November 2023.</p>	<p>Please see Group role, responsibilities and remuneration on pages 69-70 of the 2023 Sustainability Report.</p>
<p>5.3 – Policies and due diligence processes</p>	<p>Does your bank have policies in place that address environmental and social risks within your portfolio Please describe.</p> <p>Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/ salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.</p>	<p>Policies that address environmental and social risks include Group Environment policy (ISO 14001), Group Energy policy, Group Code of Conduct, Group Data Protection and Privacy policy, Code of Supplier Responsibility, Modern Slavery and Human Trafficking Statement and Group Vulnerable Customers policy, among others.</p> <p>The Group is developing scenario analysis capabilities on an iterative basis, leveraging improvements in climate data and methodologies as they become available. Given the long time horizon associated with climate change, scenario analysis is considered a key tool to inform strategic direction and risk management. Our starting point for modelling climate-related risks are climate scenarios published by the Network of central banks and Supervisors for Greening the Financial System (NGFS). The NGFS has developed the scenarios, each of which reflects a different climate policy pathway to provide a common starting point for the financial sector to analyse physical and transition climate-related risks. During 2023, we developed internal scenarios and methodologies to quantify the potential impact of climate-related risks across our commercial and retail customer lending portfolios.</p> <p>Climate scenario analysis is integrated within the Internal Capital Adequacy Assessment Process (ICAAP) in order to increase our understanding and insights into the potential impacts of climate risk. The ICAAP is a key planning process for the Group and facilitates the Board and senior management in identifying, measuring and monitoring the Group's risks and ensures that the Group holds adequate capital to support its risk profile.</p> <p>We have integrated climate into the ICAAP and its broader scenario analysis framework to assess the impacts of climate on different risk types (e.g. credit, business, operational, conduct and regulatory). The potential impact of transition and physical risk drivers is assessed for each key risk type over the short (< 3 years), medium (3-5 years) and long-term (> 5 years).</p> <p>The Group recognises ESG factors (including climate-related risks) represent a common risk driver across the Group's principal risk types. The Group ESG Risk Management Framework sets out the approach to the management of ESG risk factors in the Group. The Group is integrating the management of ESG risk into its existing policies, controls, reporting and operating procedures, in accordance with the ECB guidelines on the management of climate and environmental-related risk. On behalf of the Board, the BRC is responsible, jointly with the GSC, for inter alia ensuring that ESG risks are integrated into the Risk Management Framework.</p> <p>From an executive oversight perspective, the Executive Risk Committee (ERC) supports both the GEC and the BRC, in overseeing the material risks of the Group, taking a holistic approach to overseeing the effective management of risk, including climate, environmental, social and governance risks.</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Non-financial information statement – page 45 <p>Please see Managing Climate-Related Risks on page 30 of the 2023 Sustainability Report.</p> <p>Please see Group role, responsibilities and remuneration on pages 69-70 of the 2023 Sustainability Report.</p>



UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>5.3 – Policies and due diligence processes continued</p>		<p>The Group manages climate related risks across its risk management framework including the following key mitigating actions:</p> <p>Credit risk:</p> <ul style="list-style-type: none"> • ESG risks form part of credit assessment. ESG reporting requirements included in collateral valuation; excluded sectors and risk limits. • Limits and controls: Limits on property energy ratings (Commercial Real Estate/Buy to Let); requirements for flood insurance. • ESG Risk Lending Forum established in Corporate and Business Banking to assess lending where ESG risk is elevated. <p>Business and Strategic Risk:</p> <ul style="list-style-type: none"> • Business and Strategic Risk Policy requires ESG risk factors to be reflected in strategic planning and internal and external business environment assessments. <p>Operational Risk:</p> <ul style="list-style-type: none"> • Business Continuity Mission Critical Services Scenario Analysis: climate-related scenario testing carried out. • Third Parties and Outsourcing: ESG (including climate change) is part of supplier due diligence assessment; ESG-related metrics and tolerance levels where ESG materially impacts supplier. <p>Conduct Risk:</p> <ul style="list-style-type: none"> • ESG considerations are incorporated in new product approvals and ongoing product lifecycle reviews for all product/service/channel initiatives that are classified or marketed as a Green/ESG proposition to mitigate potential claims of 'Greenwashing'. Group Customer Protection Risk Policy requires mitigation of greenwashing risk. <p>Policies that address environmental and social risks include Group Environment policy (ISO 14001), Group Energy policy, Group Code of Conduct, Group Data Protection and Privacy policy, Code of Supplier Responsibility, Modern Slavery and Human Trafficking Statement and Group Vulnerable Customers policy, among others.</p>	



UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
Self-assessment summary	Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?	Yes	-
	Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?	Yes	-
	Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?	Yes	-

Principle 6: Transparency & Accountability
 We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
6.1 – Assurance	Has this publicly disclosed information on your PRB commitments been assured by an independent assurer? If applicable, please include the link or description of the assurance statement.	Yes	Please see KPMG's assurance statement on page 44-45
6.2 – Reporting on other frameworks	Does your bank disclose sustainability information in any of the listed below standards and frameworks?	<ul style="list-style-type: none"> • GRI • CDP • TCFD Please refer to Principle 1 for the additional frameworks Bank of Ireland has reported on.	Please see Memberships, associations and ratings on page 71 of the 2023 Sustainability Report. Please see the 2023 Annual Report for further detail on the following topics: <ul style="list-style-type: none"> • TCFD compliance statement on pages 24-41



UNPRB Reporting and Self-assessment report 2023 continued

Question	Reporting and Self-Assessment Requirements	High-level summary of bank's response	Reference(s)/Link(s) to bank's full response/relevant information
<p>6.3 – Outlook</p>	<p>What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis, target setting and governance structure for implementing the PRB)? Please describe briefly.</p>	<p>In March 2023, our refreshed group strategy for 2023-2025 was launched. Sitting below the Group's 'Sustainable Company' pillar is our 'Investing in Tomorrow' Sustainability strategy. By embedding sustainability into the Group's strategy as one of the three core strategic pillars, we continue to turn our ambitions into action, delivering practical sustainability solutions that make a difference.</p> <p>In April 2024, we published our Sustainable Finance Framework to provide transparency to our stakeholders on our approach to Sustainable Financing. Within this framework, we are disclosing the criteria we will use to classify financial commitments and products as sustainable, and we are making the composition of the Sustainable Finance portfolio transparent.</p> <p>We reported on progress made towards achieving our SBTs for the first time in our FY2023 reporting. We will continue to take action towards the achievement of these targets through strategic interventions in terms of portfolio management, product innovation, customer engagement and credit policy as part of our UNPRB commitments.</p> <p>Bank of Ireland is one of currently 24 banks globally to have financial health and inclusion targets published by the UNEP FI. Our commitment focuses on supporting our customers' day-to-day and life event financial resilience.</p> <p>Over the next 12 months we will continue to focus on building the scale and reach of our financial education initiatives continuing to build the financial literacy and financial resilience of the nation. We are continuing our partnership with Harvard's Sustainability, Transparency, and Accountability Research (STAR) Lab, with behavioural science research that's focused on building life event resilience, improving financial literacy and helping customers to make the green transition.</p> <p>In 2023, in conducting our initial Double Materiality Assessment in preparation for the CSRD, we engaged extensively with internal and external stakeholders to further understand both the impact materiality that the Group has on sustainability matters and the financial materiality of sustainability matters impacting the Group. The results are informing our strategy and will form the basis of the Group's first CSRD-compliant report due in Q1 2025.</p>	<p>Please see the 2023 Annual Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Our commitment to sustainability – pages 15 and 16 • Supporting the green transition – pages 17 and 18 • Preparing for the Corporate Sustainability Reporting Directive (CSRD) – page 23 <p>Please see the 2023 Sustainability Report for further detail on the following topics:</p> <ul style="list-style-type: none"> • Our Sustainability Roadmap on page 9 • Providing Sustainable Finance on pages 18-24 • Science based targets on pages 13-17 • Enhancing Financial Wellbeing on pages 42-50
<p>6.4 – Challenges</p>	<p>Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.</p> <p>What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).</p> <p>If desired, you can elaborate on challenges and how you are tackling these:</p>	<ul style="list-style-type: none"> • Data availability • Data quality • Setting targets <p>The nature of non-financial information; the absence of a significant body of established practice on which to draw; and the methods and precision used to determine non-financial information, allow for different, but acceptable evaluation and measurement techniques and can result in materially different measurements, affecting comparability between entities and over time. The data and content in our disclosure aims to provide an overview of the Group's sustainability performance based on the current methodologies, guidance and standards referenced in our reports. Our data may be restated or recalculated as a result of changes in methodologies or baselines due to regulations, data availability and quality, methodologies and standards, or other changes that may occur. Greenhouse gas emissions quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases. We have calculated our baselines and alignment with our Science Based Target pathways based on the available data and the selected calculation methodologies and available scenarios. Our targets and alignment approach may be subject to change due to regulations, data availability and quality, methodology updates, changes (or lack thereof) in government policy and action and/or other developments affecting our customers, the sectors in which they operate in or society as a whole.</p>	<p>–</p>



UNPRB Reporting and Self-assessment report 2023 continued

Basis of Preparation

As a signatory of the Principles for Responsible Banking (PRB), Bank of Ireland has committed to implementing the 6 Principles of the PRB Framework and is required to annually report on and self-assess its progress in this regard. The Group's 2023 report has been prepared using the reviewed version (V2) of the Reporting and Self-Assessment Template published by the UNEP FI in September 2022. This template sets out the reporting and self-assessment requirements for signatories, and assists them in disclosing the actions undertaken and progress made in implementing each of the Principles.

In accordance with the intended design of the template, the report has been prepared largely based on existing reporting that is publicly available such as information on the Group website, the Group Sustainability Strategy document, the Group Annual Report 2023 and the Group Sustainability Report 2023. References and links to the relevant information have been provided throughout the report to ensure transparency and accountability.

Our responses to certain sections within the PRB reporting and SECP assessment template have been subject to KPMG Independent Limited Assurance in accordance with PRB guidelines. This includes our 'response' to criteria 2.1, 2.2, 2.3 and 5.1 which have been marked with the symbol **, unless otherwise indicated.

Further detail on the basis of preparation and methodology adopted in completing the template is provided on the right-hand side of this page.

1. Impact Analysis

The impact analysis to identify the Group's most significant impact areas and determine priority areas for target-setting was carried out using the UNEP FI Impact Analysis tool and methodology. An initial impact analysis was carried out in 2020 which informed the development of the Group's Sustainability Strategy. The 2023 impact analysis was performed to ensure our strategy remains consistent with the Group's most significant impact areas.

Version 3 of the Portfolio Impact Analysis Tool for Banks released by the UNEP FI in November 2022 was used to perform the 2023 analysis. Version 3 of the tool requires a breakdown of the portfolio by industry classification in order to determine sector-level exposure. NACE codes were used by the Group for this purpose. The scope of the analysis included the consumer, business and corporate lending portfolios in our primary geographies of Ireland and the UK. Based on data at 31 December 2023, which was used in the analysis, this represents over 91% of the Group's total lending portfolio (consumer: 65.7% and business and corporate: 26.0%).

2. Target Setting

Based on the UNEP FI Impact Analysis tool and methodology, the Group identified 'Availability, accessibility, affordability, quality of resources & services', 'Healthy economies', 'Livelihood', 'Socio-economic convergence', 'Circularity' and 'Climate Stability' as significant impact areas. In determining priority areas for the purposes of target-setting, the Group selected 'Availability, accessibility, affordability, quality of resources & services' and 'Climate Stability' as its two most significant impact areas; the specific sub-topics being 'financial health and inclusion' and 'climate change mitigation'. Given that the retail division makes up a large proportion of the Bank's business, and with its commitments to Financial Wellbeing and Sustainable Finance, the Bank is well positioned to make the most significant impacts in these areas.

3. Target Implementation and Monitoring

Bank of Ireland acts as co-lead of the UNPRB working group on Financial Health and Inclusion on developing a framework, key principles and guidance documentation for signatory banks to measure core indicators to support external reporting of financial health and inclusion metrics, and against which progress will be measured. The Group's targets under the UNPRB 'Commitment to Financial Health and Inclusion' were published by the UNEP FI in accordance with this framework in July 2023. Details of the key achievements made in 2023 under the 'Enhancing Financial Wellbeing' pillar are set out in section 3.2 of the report.

The Group has set science-based emission reduction targets which were validated by the SBTi in December 2022. We have developed tracking and data capabilities to facilitate regular and transparent measurement and reporting of our progress. Sustainable Finance targets and initiatives that contribute to meeting these targets are detailed in section 3.2 of the report.



GRI Content Index

Statement of use	Bank of Ireland Group plc has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.	
GRI 1 used	GRI 1: Foundation 2021	
GRI Standard	Disclosure	Location of Our Response
GRI 2: General Disclosures 2021		
2-1	Organizational details	Bank of Ireland Group plc, Registered Office: 2 College Green, Dublin 2. The Bank of Ireland Group is a diversified Financial Services Group. Bank of Ireland, now a subsidiary of Bank of Ireland Group plc, was established in 1783 by Royal Charter.
2-2	Entities included in the organization's sustainability reporting	A listing of the principal businesses and their locations that are included in and covered by the consolidated financial statement is provided in the Group's Annual Report.
2-3	Reporting period, frequency and contact point	1 January 2023 to 31 December 2023. Bank of Ireland's Sustainability disclosures are prepared in accordance with the Group's annual reporting cycle. For queries regarding the report, please contact Bank of Ireland Investor Relations: investor.relations@boi.com
2-4	Restatements of information	Any restatement of information is set out in notes accompanying the information.
2-5	External assurance	External Assurance, pages 39-45.
2-6	Activities, value chain and other business relationships	Group Annual Report 2023, page 61. Group Sustainability Report 2023, Responsible Sourcing, page 66.
2-7	Employees	Data tables, pages 29-30
2-9	Governance structure and composition	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70.
2-10	Nomination and selection of the highest governance body	Group Annual Report 2023, pages 98-101.
2-11	Chair of the highest governance body	Group Annual Report 2023, pages 75-78.
2-12	Role of the highest governance body in overseeing the management of impacts	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70.
2-13	Delegation of responsibility for managing impacts	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70.
2-14	Role of the highest governance body in sustainability reporting	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70.
2-15	Conflicts of interest	Group Annual Report 2023, page 94.
2-16	Communication of critical concerns	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70.
2-17	Collective knowledge of the highest governance body	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70.
2-18	Evaluation of the performance of the highest governance body	Group Annual Report 2023, page 88.



GRI Content Index continued

GRI Reference	Disclosure	Location of Our Response
GRI 2: General Disclosures 2021 continued		
2-19	Remuneration policies	Group Annual Report 2023, pages 102-107.
2-20	Process to determine remuneration	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70. Group Annual Report 2023, pages 102-107.
2-22	Statement on sustainable development strategy	Group Sustainability Report 2023, In conversation with the CEO and CSIRO, pages 4-6.
2-23	Policy commitments	Group Sustainability Report 2023, Our Sustainability Strategy, page 8. Group Sustainability Report 2023, Culture and Business Ethics, pages 73-74.
2-24	Embedding policy commitments	Group Annual Report 2023, page 45. Group Sustainability Report 2023, Culture and Business Ethics, pages 73-74.
2-25	Processes to remediate negative impacts	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70, Human Rights, page 67.
2-26	Mechanisms for seeking advice and raising concerns	Group Sustainability Report 2023, Group role, responsibilities and remuneration, pages 69-70, Business Ethics, page 74.
2-27	Compliance with laws and regulations	Group Annual Report 2023, page 93.
2-28	Membership associations	Group Sustainability Report 2023, Memberships, associations and ratings, pages 71-72.
2-29	Approach to stakeholder engagement	Group Annual Report 2023, page 23.
2-30	Collective bargaining agreements	The Irish Constitution guarantees the right of citizens to form associations and unions and as such the Group recognises unions and engages with them.
GRI 3: Material Topics 2021		
3-1	3-1 Process to determine material topics	Group Annual Report 2023, page 23.
3-2	3-2 List of material topics	Group Annual Report 2023, page 23.
3-3	3-3 Management of material topics	Group Annual Report 2023, page 23. Group Sustainability Report 2023, Supporting the Green Transition, pages 10-41. Group Sustainability Report 2023, Enhancing Financial Wellbeing, pages 42-50. Group Sustainability Report 2023, Enabling Colleagues to Thrive, pages 51-67. Group Sustainability Report 2023, Governance, pages 68-76. Future reporting will highlight any significant changes that may affect the Group's material topics.



GRI Content Index continued

GRI Reference	Disclosure	Location of Our Response
GRI 201: Economic Performance 2016		
201-2	Financial implications and other risks and opportunities due to climate change	Group Sustainability Report 2023, Managing Climate-related Risks, pages 29-36.
GRI 205: Anti-corruption 2016		
205-2	Communication and training about anti-corruption policies and procedures	Group Sustainability Report 2023, Business Ethics, page 74.
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	Data tables, page 26
GRI 304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Nature, pages 32-33
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Group Sustainability Report 2023, Decarbonising our own Operations, page 28. Data tables, page 26
305-2	Energy indirect (Scope 2) GHG emissions	Group Sustainability Report 2023, Decarbonising our own Operations, page 28. Data tables, page 26
305-3	Other indirect (Scope 3) GHG emissions	Group Sustainability Report 2023, Decarbonising our own Operations, page 28. Data tables, page 26
305-4	GHG emissions intensity	Data tables, page 26
305-5	Reduction of GHG emissions	Data tables, page 26
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	Data tables, page 29
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Data tables, page 28
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Data tables, page 28



Data tables

Key performance indicators

Key performance indicators		2023	2022	2021	2020	
Supporting the green transition (Environmental)						
Providing Sustainable Finance	Sustainability-related lending	€11.1 billion*	€8.2 billion	N/A	N/A	
	– of which Green Bond eligible assets portfolio	€8.6 billion*	€6.0 billion	N/A	N/A	
	– of which UK green residential mortgages	€1.3 billion*	€1.1 billion	N/A	N/A	
	– of which Sustainability-linked loans	€1.2 billion*	€1.1 billion	N/A	N/A	
	Green Bonds issued (cumulative)	€4.75 billion	€2.5 billion	€1.3 billion	N/A	
Decarbonising our own operations	Scope 1 GHG Emissions (Absolute & reduction from base year)					
	• Absolute	3,615 tCO ₂ e*	3,682 tCO ₂ e	4,285 tCO ₂ e	5,579 tCO ₂ e	
	• Reduction from base year	1,964 tCO ₂ e*	1,897 tCO ₂ e	1,294 tCO ₂ e	N/A	
	Scope 2 GHG Emissions - Market based (Absolute & reduction from base year)					
	• Absolute	10 tCO ₂ e*	12 tCO ₂ e	22 tCO ₂ e	659 tCO ₂ e	
	• Reduction from base year	649 tCO ₂ e*	647 tCO ₂ e	637 tCO ₂ e	N/A	
	Scope 2 GHG Emissions - Location based (Absolute & reduction from base year)					
	• Absolute	6,066 tCO ₂ e*	7,102 tCO ₂ e	7,772 tCO ₂ e	10,000 tCO ₂ e	
	• Reduction from base year	3,934 tCO ₂ e*	2,898 tCO ₂ e	2,228 tCO ₂ e	N/A	
	Scope 3 GHG Emissions (Absolute)	5,058 tCO ₂ e *	3,261 tCO ₂ e	557 tCO ₂ e	2,203	
	• Business Travel	4,348 tCO ₂ e *	2,947 tCO ₂ e	503 tCO ₂ e	1,954	
	• Waste	23 tCO ₂ e *	22 tCO ₂ e	29 tCO ₂ e	32	
	• Purchased Goods & Services	34 tCO ₂ e *	33 tCO ₂ e	25 tCO ₂ e	217	
	• Downstream leased assets (market based)	653 tCO ₂ e *	259 tCO ₂ e	N/A	N/A	
	Group Absolute Scope 1 and Scope 2 Emissions (market based)	3,625 tCO ₂ e *	3,694 tCO ₂ e	4,307 tCO ₂ e	6,238 tCO ₂ e	
	% Reduction in Group Absolute Scope 1 and Scope 2 Market-Based Emissions in comparison to base year (2020)	42%	41%	31%	N/A	
	Scope 1 & 2 Market-Based Emissions year on year (tCO ₂ e/m ²)	0.02*	0.02	0.021	0.0292	
	Total scope 1 & 2 (location-based)	9,681 tCO ₂ e*	10,784 tCO ₂ e	12,057 tCO ₂ e	15,579 tCO ₂ e	
	Total scope 1 & 2 (market-based)	3,625 tCO ₂ e*	3,694 tCO ₂ e	4,307 tCO ₂ e	6,238 tCO ₂ e	
	Total scope 1, 2 & 3 (location-based)	14,739 tCO ₂ e*	14,045 tCO ₂ e	12,614 tCO ₂ e	17,782 tCO ₂ e	
	Total Scope 3	5,058 tCO ₂ e*	3,261 tCO ₂ e	557 tCO ₂ e	2,203 tCO ₂ e	
	GHG Intensity per metre squared	0.0203 tCO ₂ e/m ² *	0.0204 tCO ₂ e/m ²			
	Energy consumption (renewable purchased, renewable generated and non-renewable)	Renewably Purchased	26,044,539 kWh*	28,219,998 kWh	33,101,814 kWh	36,669,388 kWh
		Renewably Generated	72,180 kWh	69,410 kWh	60,539 kWh	27,000 kWh
		Non – Renewable	47,546 kWh	62,021 kWh	104,995 kWh	2,826,576 kWh
	Waste consumption (waste used, recycled, disposed)	23 tCO ₂ e	22 tCO ₂ e	29 tCO ₂ e	32 tCO ₂ e	
	Water usage (water consumed, withdrawn)	34 tCO ₂ e	33 tCO ₂ e	25 tCO ₂ e	217 tCO ₂ e	
% of electricity supply for BOI operations in ROI, NI and Great Britain which is provided by renewable energy	c.100%*	c.100%	c.100%	c.93%		
No. of bio-sourced cards issued (cumulative)	1,865,000	775,000	150,000	N/A		

* Indicator is prepared in line with Reporting Criteria and is subject to Limited ISAE 3000 (revised) and ISAE 3410 assurance by KPMG for the 2023 Bank of Ireland Group plc Sustainability Report. As part of KPMG's limited assurance procedures, the Baseline Year was not assured. The scope of work performed extended only to the current year balance. Please see pages 39-41 for Reporting Criteria and pages 42-43 for KPMG's limited assurance opinion.



Data tables continued

Key performance indicators continued

Key performance indicators		2023	2022	2021	2020
Enhancing Financial Wellbeing (Social)					
Financial Wellbeing Index Score	National Financial Wellbeing Index Score ¹	59 ²	60	64	66
	Bank of Ireland customers Financial Wellbeing Index Score ³	59 ² *	62	65	66
Fostering Financial Inclusion	No. of vulnerable customers supported	7,596*	6,363	6,037	10,000
Improving Financial Literacy & Capability	No. of secondary school pupils who participated in the 'Money Smarts' Programme and Challenge	85,466 ⁴	82,120	13,228	55,560
	No. of primary school pupils who participated in the 'Talking Cents with Ollie' Programme	15,050 ⁴	4,560	3,840	3,000
	No. of adults supported with Financial Education Initiatives	17,702	N/A	N/A	N/A
Building a more financially resilient and confident Ireland	No. of Financial Health checks (cumulative)	c.270,000	N/A	N/A	N/A
	% of customers who are confident (strongly or somewhat) that they have funds available to cover an unexpected day-to-day expense	59% ⁵	N/A	N/A	N/A
	% of customers who are confident (strongly or somewhat) that they have funds (Savings or Insurance) available to cover a major unexpected event	40% ⁵	N/A	N/A	N/A

Key performance indicators		2023	2022	2021	2020
Enabling Colleagues to Thrive (Social)					
	% of colleagues undertaking All Colleague-Future Skills Pathways ⁶	40%*	34%	26%	15%
	% of colleagues who are self-directed learners	77%	74%	79%	90%
	Average hours of training per year per employee (further detail included on next page) ⁶	16.76 hours*	20.46 hours	N/A	N/A
	% of growth skills cluster roles filled internally	52%*	48%	N/A	N/A
	Culture Embeddedness Score (%)	80%	76%	75%	77%
	Colleague Engagement Score (%)	73%	68%	63%	67%
	% Female senior leadership appointments	46%*	40%	45%	41%
	% Female leaders	39%	38%	38%	38%

* Indicator is prepared in line with Reporting Criteria and is subject to Limited ISAE 3000 (revised) and ISAE 3410 assurance by KPMG for the 2023 Bank of Ireland Group plc Sustainability Report. Please see pages 39-41 for Reporting Criteria and pages 42-43 for KPMG's limited assurance opinion.

1 National Financial Wellbeing Index annual survey research. Base: all adults aged 18+ living in the Republic of Ireland.

2 September 2023 score. Index was run twice in 2023 (September and April).

3 Financial Wellbeing Index score for Bank of Ireland (BoI) customers who claimed BoI as their main bank in the National Financial Wellbeing Index annual research amongst all adults aged 18+ living in the Republic of Ireland.

4 School Year 2022/23.

5 Source: National Financial Wellbeing Index annual survey (Sept'23). Base all adults 18+ living in the Republic of Ireland who claim Bank of Ireland as their main day-to-day bank.

6 This indicator has been calculated based on the total number of employees at 31 December 2023 adjusted for employees on leave, income protection and still on the payroll.



Data tables continued

Key performance indicators continued

Key performance indicators		2023	2022	2021	2020
Governance					
Governance – Foundation topics	% group completion rate for the mandatory Sustainability web-based training	98%	N/A	N/A	N/A
	% group completion rate for Conduct of Business and Consumer Protection web-based training	98%	97%	99%	99%
	% group completion rate for Anti-bribery and Corruption training	98%*	97%	97%	97%
	% group completion rate of Annual Information Security mandatory web-based training	98%	98%	98%	N/A
	No. of groups supported by the Begin Together Community Fund	20*	68	59	116
	Value of Begin Together Community Fund (% donated)	€500,000 (100%)	€500,000 (100%)	€500,000 (100%)	€500,000 (100%)
	No. of projects funded by Begin Together Arts Fund	8*	27	39	36
	Value of Begin Together Arts Fund (% donated)	€100,000 (100%)	€320,000 (100%)	€330,000 (100%)	€330,000 (100%)
	Value of Fund for Colleagues (% donated)	€300,000 (100%)	€450,000 (100%)	€350,000 (100%)	€350,000 (100%)
Value of Cost-of-living Fund (% donated)	€1,000,000 (100%)	N/A	N/A	N/A	

Average hours of training per year per employee ¹	2023*
Female	16.83
Male	16.61
Permanent	16.73
Temporary	16.84
Management & Leadership (Bands 4 to 7)	15.62
Middle Level (Band 3)	16.93
Junior Level (Bands 1 and 2)	17.07

Board Diversity %*				
Gender		Age		
Female	Male	<30	30 -50	>50
33%	67%	-	-	100%

% group completion rate for Anti-bribery and Corruption training	2023*
Band	
Management & Leadership (Bands 4 to 7)	98%
Middle Level (Band 3)	99%
Junior Level (Bands 1 and 2)	98%
Region	
ROI	98%
UK	99%
USA	90%
France	92%
Germany	100%
Spain	100%
Group Total	98%

* Indicator is prepared in line with Reporting Criteria and is subject to Limited ISAE 3000 (revised) and ISAE 3410 assurance by KPMG for the 2023 Bank of Ireland Group plc Sustainability Report. Please see pages 39-41 for Reporting Criteria and pages 42-43 for KPMG's limited assurance opinion.

1 This indicator has been calculated based on the total number of employees at 31 December 2023 adjusted for employees on leave, income protection and still on the payroll.



Data tables continued

Employee Data¹

EMPLOYEE BREAKDOWN		2023*	2022	2021	2020
Gender					
Female		5,762	4,989	4,581	5,274
Male		5,083	4,335	4,115	4,568
Permanent & Temporary by Gender					
Permanent	Female	5,628	4,890	4,544	5,122
	Male	5,010	4,255	4,055	4,401
	Total	10,638	9,145	8,599	9,523
Temporary	Female	134	99	37	152
	Male	73	80	60	167
	Total	207	179	97	319
Permanent & Temporary by Region					
Permanent	ROI	8,776	7,484	7,017	7,608
	UK	1,794	1,598	1,518	1,847
	USA	40	38	39	44
	France	13	13	11	11
	Germany	9	8	8	9
	Spain	6	4	6	4
	Total	10,638	9,145	8,599	9,523
Temporary	ROI	179	127	51	249
	UK	27	51	45	68
	Germany	1	0	0	0
	Spain	0	1	1	2
	Total	207	179	97	319
Group Total	10,845	9,324	8,696	9,842	
Age					
Under 30		1,665	1,257	N/A	N/A
30 to 50		6,951	5,968	N/A	N/A
Over 50		2,229	2,099	N/A	N/A
Group Total		10,845	9,324	8,696	9,842

NEW HIRES BREAKDOWN		2023*		2022		2021		2020	
		#	%	#	%	#	%	#	%
Gender									
Female		873	52%	887	55%	199	45%	169	43%
Male		800	48%	711	45%	243	55%	228	57%
Age									
Under 30		820	49%	835	52%	186	42%	178	45%
30 to 50		730	44%	656	41%	212	48%	182	46%
Over 50		123	7%	107	7%	44	10%	37	9%
Region									
ROI		1,409	84%	1,292	81%	330	75%	279	70%
UK		254	15%	293	18%	100	22%	110	28%
USA		7	0%	6	1%	4	1%	3	1%
France		1	0%	3	0%	3	1%	3	1%
Germany		2	0%	1	0%	3	1%	1	0%
Spain		-	0%	3	0%	2	0%	1	0%
Group Total		1,673		1,598		442		397	

Rate of New Employee Hires							
2023	Total	Male	Female	Under 30	30 to 50	Over 50	
Rate of New Employee Hires	15%	16%	15%	49%	11%	6%	
Location of New Employee Hires							%
ROI							16%
UK							14%
USA							18%
France							8%
Germany							20%
Spain							0%

LEAVERS BREAKDOWN		2023*		2022		2021		2020	
		#	%	#	%	#	%	#	%
Gender									
Female		448	47%	567	50%	922	57%	495	57%
Male		513	53%	559	50%	707	43%	373	43%
Age									
Under 30		412	43%	404	36%	319	20%	221	25%
30 to 50		412	43%	491	44%	739	45%	361	42%
Over 50		137	14%	231	20%	571	35%	286	33%
TURNOVER RATE		8.9%		12.4%		17.4%		7.3%	

* Indicator is prepared in line with Reporting Criteria and is subject to Limited ISAE 3000 (revised) and ISAE 3410 assurance by KPMG for the 2023 Bank of Ireland Group plc Sustainability Report. Please see pages 39-41 for Reporting Criteria and pages 42-43 for KPMG's limited assurance opinion.

¹ Employee data for 2023 includes Davy which joined the Bank of Ireland Group in 2022.



Data tables continued

Employee Data¹ continued

Full-time employees FTE*	2023
Total employees	10,229
By Location	
ROI	8,482
UK	1,685
USA	35
France	12
Germany	9
Spain	6
By Gender	2023
Male	5,053
Female	5,176

Part-time employees FTE*	2023
Total employees	616
By Location	
ROI	473
UK	136
USA	5
France	1
Germany	1
Spain	-
By Gender	2023
Male	30
Female	586

EMPLOYMENT CATEGORY	2023*		2022		2021		2020	
	%		%		%		%	
Gender	Female	Male	Female	Male	Female	Male	Female	Male
Management & Leadership (Bands 4 to 7)	39%	61%	38%	62%	38%	62%	38%	62%
Middle Level (Band 3)	47%	53%	47%	53%	47%	53%	48%	52%
Junior Level (Bands 1 and 2)	62%	38%	63%	37%	63%	37%	64%	36%
Board	33%	67%	36%	64%	42%	58%	45%	55%
Group Executive Committee	31%	69%	27%	73%	23%	77%	25%	75%
Group Total	53%	47%	54%	46%	53%	47%	54%	46%

MANAGEMENT CATEGORY	2023	
	%	
Gender	Female	Male
All management positions	43%	57%
Middle/junior management positions ²	47%	53%
Senior management positions ³	39%	61%
Revenue-generating management positions ⁴	42%	58%
STEM-related positions (management and non-management) ⁵	34%	66%

EMPLOYEE TURNOVER *						
2023	Total	Female	Male	Under 30	30 to 50	Over 50
Total turnover	961	448	513	412	412	137
Rate of employee turnover	8.9%	7.8%	10.1%	24.7%	5.9%	6.1%

% by employee category*	% of workforce
	2023
Employee - Band 1 to 2	52%
Employee - Band 3	24%
Employee - Band 4 to 7	24%

EMPLOYMENT CATEGORY	2023*			2022			2021			2020		
	%			%			%			%		
Age	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50	<30	30-50	>50
Management & Leadership (Bands 4 to 7)	0%	69%	31%	0%	66%	34%	0%	72%	28%	0%	72%	28%
Middle Level (Band 3)	6%	73%	21%	5%	72%	23%	4%	77%	19%	5%	75%	20%
Junior Level (Bands 1 and 2)	26%	57%	16%	23%	59%	18%	19%	65%	16%	22%	62%	16%
Group Total	15%	64%	21%	13%	64%	23%	12%	69%	19%	14%	67%	19%

¹ Employee data for 2023 includes Davy which joined the Bank of Ireland Group in 2022.

² Middle/junior management includes management in band 3.

³ Senior management includes management in bands 4 to 7.

⁴ Revenue-generating includes Retail Ireland, Retail UK, Wealth and Insurance, and Corporate and Commercial.

⁵ STEM-related positions include Customer/User Experience, Cyber Security, Data Analytics, Data Management and Governance, Data Science, Digital Operations, Infrastructure & Systems, Maintenance, Infrastructure & Systems Operations, IT Operations, IT Oversight & Control, IT Project Management, Service & Delivery Management, Software Development and, Solutions & Data Architecture.

* Indicator is prepared in line with Reporting Criteria and is subject to Limited ISAE 3000 (revised) and ISAE 3410 assurance by KPMG for the 2023 Bank of Ireland Group plc Sustainability Report. Please see pages 39-41 for Reporting Criteria and pages 42-43 for KPMG's limited assurance opinion.



Data tables continued

Finance Data

Direct Economic Value Generated	2023	2022	2021	2020
	€m	€m	€m	€m
Net interest income	3,707	2,487	2,227	2,089
Other income	753	744	762	556
Net impairment gains/(losses) on financial instruments	(425)	(187)	194	(1,133)
Share of results of associates and joint ventures (after tax)	25	40	5	(4)
(Loss)/gain on disposal/liquidation of business activities	(8)	1	2	13
Direct economic value generated	4,052	3,085	3,190	1,521
Direct Economic Value Distributed				
Operating costs	(999)	(983)	(916)	(935)
Employee wages and benefits	(939)	(821)	(838)	(1,032)
Payments to providers of capital:				
Distributions paid on ordinary shares	(225)	(54)		
Distributions paid to other equity interests	(75)	(77)	(75)	(60)
Distributions paid to non-controlling interests	-	-	-	-
Buyback of ordinary shares	(125)	(50)		
Payments to government:				
Current tax charge ¹	(118)	(80)	(110)	(38)
Bank levies and regulatory fees	(170)	(142)	(130)	(125)
Community investments	(1)	(3)	(1)	(2)
Direct economic value distributed	(2,652)	(2,210)	(2,070)	(2,192)
Economic Value Retained	1,400	875	1,120	(671)

Capex Less Depreciation	2023	2022	2021	2020
	€m	€m	€m	€m
Additions to property, plant and equipment ²	116	104	73	54
Additions to intangible assets	297	264	247	229
Depreciation charge for the year (Property, plant & equipment) ²	(58)	(47)	(52)	(54)
Amortisation for the year (Intangible assets)	(168)	(152)	(150)	(164)
Total	187	169	118	65

Tax Paid	2023	2022	2021	2020
	€m	€m	€m	€m
Corporation Tax ¹	58	72	87	56
Property taxes	7	7	6	7
Non-creditable VAT	189	167	141	154
Employer-paid payroll taxes	89	72	73	76
Stamp Duty and Other	1	6	-	-
Other taxes that constitute costs to the Company, by category of taxes:				
Bank levy	25	25	25	35
Taxes related to customer redress	1	5	2	-
Total global tax borne	370	354	334	328
Tax Collected				
Tax collected from customers, employees and shareholders³	516	407	414	406
Total Tax Paid and Collected	886	761	748	734

¹ In any given year, tax paid may not directly relate to the accounting profits earned or tax charge for that year because differences can arise between accounting profit and taxable profit as a result of applying local tax legislation, and also the timing of tax payments/(refunds).

² Excludes right-of-use assets and leasehold property.

³ These taxes include Value Added Tax (VAT) collected from customers which is paid to Revenue Authorities (net of any input credit VAT).



Data tables continued

Accessibility Data

Accessibility	2023		2022		2021		2020	
	Daily	Total	Daily	Total	Daily	Total	Daily	Total
ATM Transactions	89,596	22,219,833	89,315	22,150,162	104,226	26,056,613	115,046	28,876,421
Over the Counter Transactions	14,413	3,574,355	14,249	3,533,681	12,745	3,186,361	13,131	3,295,895
Contact Centre calls	N/A	4,970,479	N/A	4,708,009	N/A	4,493,414	N/A	4,009,526
Number of Daily interactions	999,055	N/A	918,716	N/A	758,270	N/A	603,467	N/A
Number of Mobile interactions	969,083	353,715,309	917,775	334,987,740	714,199	260,682,795	446,735	163,058,414
Number of Active on mobile app	N/A	1,656,647	N/A	1,697,395	N/A	1,468,814	N/A	978,779

Supplier Data

Supplier Data				
NO. SUPPLIERS AND THEIR FINANCIAL VALUE	2023	2022	2021	2020
Total suppliers	1,718	1,781	1,877	1,848
Total spend	€1.54 billion	€1.4 billion	€1.24 billion	€1.29 billion

Customer Satisfaction Data

Accessibility				
MOVEMENT	2023 VS 2022	2022 VS 2021	2021 VS 2020	2020 VS 2019
Relationship Net Promoter Score (NPS)	+1	+4	+2	+6
All Channels Customer Effort Score (CES)	+3	-2	-6	N/A



Nature

Land Use and Ecological Sensitivity (GRI 304-1) Republic of Ireland					
	Number	Type of Operation(s)	Total Area of operational Sites (m ²)	Designation Status	Biodiversity value
Sites adjacent to Protected and/or Key Biodiversity Areas					
Owned offices	29	Branches/Offices	35,793	<ul style="list-style-type: none"> Sites of Community Importance (Habitats Directive) Special Areas of Conservation (Habitats Directive) Special Protection Areas (Birds Directive) UNESCO-MAB Biosphere Reserves Ramsar Site, Wetlands of International Importance Marine Protected Areas (OSPAR) Key Biodiversity Areas 	Terrestrial, Freshwater, Coastal & Marine
Leased offices	43	Branches/Offices	27,719	<ul style="list-style-type: none"> Areas Of Special Scientific Interest (NI) Ramsar Sites, Wetlands of International Importance Marine Protected Areas (OSPAR) Nature Reserves Key Biodiversity Areas 	Terrestrial, Freshwater, Coastal & Marine
Managed offices	1	Branch (sublet)	104	<ul style="list-style-type: none"> Sites of Community Importance (Habitats Directive) 	Terrestrial, Freshwater, Coastal
Sites in Protected and/or Key Biodiversity Areas					
Owned offices	2	Branch	369	<ul style="list-style-type: none"> Migratory Birds & bird congregations Heathlands, grasslands, urban habitats 	Terrestrial, Coastal/ Marine
Leased offices	1	Branch	115	<ul style="list-style-type: none"> Grassland habitats, Migratory Birds & bird congregations. Mudflats, lagoons, salt marshes. 	Terrestrial, Coastal/ Marine
Managed offices	-	N/A	-	N/A	N/A
Sites containing portions of Protected and/or Key Biodiversity Areas					
Owned offices	-	N/A	-	N/A	N/A
Leased offices	-	N/A	-	N/A	N/A
Managed offices	-	N/A	-	N/A	N/A



Nature continued

Land Use and Ecological Sensitivity (GRI 304-1) Great Britain and Northern Ireland					
	Number	Type of Operation(s)	Total Area of operational Sites (m ²)	Designation Status	Biodiversity value
Sites adjacent to Protected and/or Key Biodiversity Areas					
Owned offices	3	Branches/ Offices	17,969	<ul style="list-style-type: none"> Area Of Special Scientific Interest (NI) Marine Protected Area (OSPAR) Ramsar Site, Wetland of International Importance Key Biodiversity Areas Nature Reserve 	Terrestrial, Freshwater, Coastal & Marine
Leased offices	3	Branches/Offices	854	<ul style="list-style-type: none"> Area Of Special Scientific Interest (NI) Area Of Special Scientific Interest (GB) Sites of Community Importance (Habitats Directive) Nature Reserve Key Biodiversity Area 	Terrestrial, Freshwater, Coastal
Managed offices	-	N/A	-	N/A	N/A
Sites in Protected and/or Key Biodiversity Areas					
Owned offices	-	N/A	-	N/A	N/A
Leased offices	-	N/A	-	N/A	N/A
Managed offices	-	N/A	-	N/A	N/A
Sites containing portions of Protected and/or Key Biodiversity Areas					
Owned offices	-	N/A	-	N/A	N/A
Leased offices	-	N/A	-	N/A	N/A
Managed offices	-	N/A	-	N/A	N/A



Nature continued

Basis of preparation for GRI 304-1: Biodiversity

- A proximity analysis of the Group's operational facilities was performed for the FY 2022 using the Integrated Biodiversity Assessment (IBAT) tool. This analysis was revised and updated for FY 2023, taking into account changes in the Bank's property estate.
- The scope of the analysis included all Group operational facilities in the Republic of Ireland, United Kingdom, Europe and the United States.
- The analysis shows that minor changes across the Bank's property estate between 2022 and 2023 have not altered the results of the analysis to a large extent. Bank of Ireland still has no sites within Protected Areas and three sites within Key Biodiversity Areas.
- Based on recommendations from the IBAT Alliance, we have defined 'adjacent' as being any site within 1 km of Protected and/ or Key Biodiversity Areas. Accordingly, all sites within a 1 km radius of Protected and/ or Key Biodiversity Areas are disclosed in the tables on pages 30 and 31. Using this definition, 79 operational sites (35%) are adjacent to Protected Areas, and 36 sites (16%) are adjacent to Key Biodiversity Areas. 150 sites (65%) are not adjacent to Protected Areas and 192 (84%) are not adjacent to Key Biodiversity Areas.
- All sites are offices or branches. The Group has no production, manufacturing or extractive operations.
- Standalone ATMs, empty sites and sub-let or standalone car parks were excluded from the analysis.
- 'Managed' sites refer to offices or branches that are fully sub-let.





EU Taxonomy compliance statement

The preparation of the EU Taxonomy reporting is based on prudential consolidation of the Group, excluding NIAC. The consolidation is in accordance with the supervisory reporting of financial institutions as defined in Regulation (EU) No 575/2013 of the European Parliament and of the Council, and the Commission Implementing Regulation (EU) 2021/451 (FINREP). The EU Taxonomy is a classification system of economic activities that make a substantial contribution to environmental sustainability under Taxonomy Regulation (EU) 2020/852. In addition, the preparation of reporting is based on the Delegated Act supplementing Article 8 of the Taxonomy Regulation (Disclosures Delegated Act 2021/2178). Article 3 of the EU Taxonomy Regulation sets out the criteria that an economic activity must meet to qualify as environmentally sustainable. This includes economic activity that is carried out in compliance with the minimum safeguards and contributes substantially to one or more of the environmental objectives.

The EU Taxonomy has six environmental objectives namely:

- climate change mitigation (CCM);
- climate change adaptation (CCA);
- sustainable use and protection of water and marine resources (WTR);
- transition to a circular economy (CE);
- pollution prevention and control (PPC); and
- protection and restoration of biodiversity and ecosystems (BIO).

Minimum Safeguards

As part of the assessment of environmentally sustainable economic activities, it is required that economic activity is carried out in compliance with minimum safeguards as part of Article 18 of the EU Taxonomy Regulation. The purpose of the minimum safeguards is to ensure compliance with minimum human and labour rights standards, preventing activities that breach key social principles by aligning with the OECD Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights, including the principles and rights set out in the eight fundamental conventions identified in the Declaration of the International Labour Organisation on Fundamental Principles and Rights at Work and the International Bill of Human Rights. In the Taxonomy reporting, compliance with minimum safeguards is an integral part of the non-financial undertakings' Taxonomy KPIs that the Group applies to exposures.

Substantial contribution to the EU environmental objectives

Through its financing of large undertakings subject to the Non-Financial Reporting Directive (NFRD) and investments in securities, the Group supports a variety of economic activities that contribute substantially to the EU environmental objectives. In addition, the Group's sustainable finance products including green mortgages, green home improvement loans, green motor loans and motor financing for EVs contributes to the EU environmental objective of climate change mitigation.

Taxonomy KPIs

For the first time, the Group is reporting on Taxonomy KPIs and green asset ratios (GAR). Reporting includes input on turnover and CapEx from Taxonomy KPIs. The total GAR covers the two climate-related (CCM and CCA) EU environmental objectives.

The Group's total GAR based on turnover amounted to 2.4% of total covered assets, with the total GAR based on CapEx equivalent to c.2.4% of total covered assets as at year end 2023. The Taxonomy-aligned activities amounted to €2.3 billion at year end 2023. Gross carrying amount of total covered assets amounted to €94.2 billion as at year end 2023 (2022: €86.7 billion).

Total green asset ratio: Taxonomy-aligned activities as a proportion of total covered assets.

Total covered assets: Total assets excluding exposures to sovereigns and trading book. Total assets are defined according to the prudential consolidation of the Group per FINREP.

Climate Delegated Act

The Complementary Climate Delegated Act 2022/1214 including specific nuclear and gas energy activities published in July 2022, requires the Group to assess and disclose taxonomy-eligibility and non-eligibility of nuclear and fossil gas-related activities at 31 December 2023. Whilst the Group has no direct exposure through lending to customers that have economic activities related to the production of electricity or heating using nuclear installations or electricity generation facilities that produce electricity from nuclear processes, it has exposure to nuclear activities through its AUM. The Group also has exposure to customers involved in the operation

of electricity generation facilities that produce electricity using fossil gaseous fuels. See supplementary information on the Group's website for template related to nuclear and fossil gas activities which are reported under Annex XII of the Delegated Act. This is published on our website, '[Financial information](#)'.

Enhancing our EU Taxonomy Disclosures

As companies' transparency in line with the EU Taxonomy increases, it will enable expanded reporting against the Taxonomy. The adoption of CSRD and European Sustainability Reporting Standards (ESRS) will support the further implementation of the EU Taxonomy Regulation into our business strategy, systems, and investment and lending processes.

Limitations in Data

When assessing Taxonomy-eligible and Taxonomy-aligned activities for financial and non-financial undertakings, actual published information provided by counterparties is required. However, a complete data collection has been limited as published reporting on Taxonomy-alignment KPIs from financial and non-financial undertakings is not yet available at the reporting date. In addition, Taxonomy-eligible and non-eligible activities related to the additional four EU environmental objectives (WTR, CE, PPC, and BIO)¹ are not reported for the year end 2023 due to lack of data.

¹ WTR – Water and marine resources, CE – Circular Economy, PPC – Pollution, BIO – Biodiversity and Ecosystems.



EU Taxonomy compliance statement continued

Summary of KPIs

The following table is a summary of KPIs to be disclosed by credit institutions under Article 8 of the EU Taxonomy Regulation. See supplementary information on the Group's website for additional EU Taxonomy tables reported under Annex VI of the Disclosures Delegated Act and taxonomy aligned activities. This is published on our website, [Financial information](#).

		Total environmentally sustainable assets €m	KPI turnover ¹ %	KPI CapEx ² %	% coverage (over total assets) ³	% of assets excluded from the numerator of the GAR ⁴	% of assets excluded from denominator of the GAR ⁵
Main KPI	Green asset ratio (GAR) stock	2,289	2.43%	2.43%	1.70%	26.94%	29.93%
Additional KPIs	GAR (flow)	139	0.92%	0.92%	0.89%	51.37%	3.09%
	Trading book ⁶	n/a	n/a	n/a	-	-	-
	Financial guarantees	-	-	-	-	-	-
	Assets under management ⁷	-	-	-	-	-	-
	Fee and commission income ⁶	n/a	n/a	n/a	-	-	-

1 Based on the Turnover KPI of the counterparty.

2 Based on the CapEx KPI of the counterparty, except for lending activities where for general lending Turnover KPI is used.

3 Percentage of assets covered by the KPI over banks' total assets.

4 Article 7 (2) and (3) and Section 1.1.2 of Annex V

5 Article 7 (1) and Section 1.2.4 of Annex V

6 Trading Book and Fees and Commissions KPIs only apply starting 2026.

7 Assets under management (AUM) KPIs are not material for the year end 2023. The calculations relate to Davy and are based on the following assumptions: AUM is based on Article 8 offerings, the Article 8 offerings do not have specific EU Taxonomy targets, AUM and offerings are based on data from 31 December 2023, and calculation is based on data provided by MSCI.



EU Taxonomy compliance statement continued

Limitations in data

Reporting on Taxonomy-aligned activities for FY 2023 has been constrained due to current limitations on the availability of relevant information across key categories:

- When assessing Taxonomy-eligible and Taxonomy-aligned activities for financial and non-financial counterparties, actual information published by counterparties is required:
 - published reporting on Taxonomy-alignment KPIs from financial undertakings is not available at the reporting date.
 - non-financial undertakings have not yet published data for FY2023; consequently, the Taxonomy reporting of alignment for non-financial undertakings is based on published data from FY2022.
 - furthermore, reporting on Taxonomy-eligibility for the four additional environmental objectives implemented in 2023 is not possible for FY2023 as non-financial undertakings are only reporting on these objectives from FY2023, with financial undertakings reporting on these objectives from FY2024.
 - exposure to non-financial counterparties in the Group's corporate lending portfolio currently considered Taxonomy eligible is limited at c.€155 million due to the eligibility criteria requiring counterparties to be large companies publicly listed in the EU. The alignment of this exposure is <€1 million based on the data reported by the eligible counterparties at FY2022.
- One renewable energy project finance exposure has been included as aligned in the GAR as it meets Local Government Financing eligibility criteria. Further cases will be under future consideration as reporting criteria regarding public-private joint ventures becomes more established.
- When assessing Taxonomy-eligible and Taxonomy-aligned activities for lending to households, other data limitations impact reporting:
 - Residential mortgage exposures have been included in the GAR only where they are not subject to high physical risk of flood and have been built before 31 December 2020. These exposures are aligned if collateralised by properties with an A EPC rating if Rol based and an A or B rating if UK based. This set of criteria reflects current limitations on data availability on our lending stock and as such will not be fully reflective of underlying alignment. Newly implemented data collection processes are expected to have a positive impact on data availability in future reporting periods; and
 - Electric Vehicle (EV) lending exposures originated since the beginning of FY2023 of c.€50 million are considered eligible per Taxonomy criteria. However they are not classified as aligned due to the lack of available information in the industry to assess the vehicles against the Taxonomy DNSH (Do No Significant Harm) criteria.

Green Asset Ratio (GAR)

The table below provides a breakdown of the Taxonomy-aligned exposure within the GAR. It should be noted that for this first round of disclosures we have taken a conservative application of the qualifying criteria underpinning the GAR based on the guidance provided to date and currently available data. Due to these current limitations across the industry changes in this ratio in future reporting periods will be driven in part by increased data availability.

	Taxonomy-aligned exposures based on turnover €m	GAR based on turnover %	Taxonomy-aligned exposures based on CapEx €m	GAR based on CapEx %
GAR on financial undertakings (total of CCM and CCA)	–	–	–	–
GAR on non-financial undertakings (total of CCM and CCA)	–	–	–	–
GAR for residential mortgages (CCM)	2,245	2.38%	2,245	2.38%
GAR for electric vehicle loans (CCM)	–	–	–	–
GAR for loans to local governments for house financing and other specialised lending	44	0.05%	44	0.05%
Total	2,289	2.43%	2,289	2.43%



External Assurance

Reporting criteria					
NO.	Area	KEY PERFORMANCE INDICATOR ¹	FRAMEWORK	UNITS	DEFINITION
1	S	% of colleagues undertaking All Colleague-Future Skills Pathways	BOI Reporting Criteria	Percentage	% of active BOIG staff undertaking "All Colleague-Future Skills" pathways who registered for at least one of these pathways in 2023 and who remained employed by the organisation at 31 December 2023.
2	S	% of growth skills cluster roles filled internally	BOI Reporting Criteria	Percentage	No. of open roles filled internally for Bands 2-7 as a percentage of the total Bands 2-7 roles filled. Band 1 is excluded as these roles are generally entry level.
3	S	% Female senior leadership appointments	BOI Reporting Criteria	Percentage	The percentage of the total 2023 senior leadership team appointments (Bands 4-7) who are female.
4	S	Bank of Ireland Customers Financial Wellbeing Score	BOI Reporting Criteria	Absolute	Financial wellbeing Index score for Bank of Ireland (BoI) customers who claimed BoI as their main bank in the National Financial Wellbeing Index annual research amongst all adults aged 18+ living in the Republic of Ireland.
5	S	No. of vulnerable customers supported	BOI Reporting Criteria	Absolute	Number of vulnerable customers supported refers to the number of customer calls accepted by the Bank of Ireland VCU during the year in ROI.
6	S	No. of projects funded through Begin Together	BOI Reporting Criteria	Absolute	Number of projects funded by the Begin Together Community & Arts funds.
7	S	Characteristics of the Undertaking's Employees	GRI 2-7 & GRI 401-1a	Absolute Percentage	Detail on the characteristics of the Group's colleagues, including gender, age, contract type, band type, leavers and new hires.
8	S	Average hours of training per year per employee (Breakdown by gender & employee category)	GRI 404-1	Absolute	Average hours training completed in 2023 per colleague and split by gender and band type.
9	E	Drawdown from Sustainable Finance Fund – green mortgages (cumulative)	BOI Reporting Criteria	€bn	Cumulative drawdowns (i.e. new business) in GCA terms from the Green Bond Programme in respect of Green Mortgage products in ROI. A green mortgage is available to customers buying or building a property with a BER of B3 or better as well as to customers retrofitting an existing property to a BER of B3 or better.
10	E	Sustainability-linked loan (SLL) commitments	BOI Reporting Criteria	€bn	SLLs to Corporate customers containing sustainability linked pricing mechanisms to support and incentivise customers to set up appropriate and sector-specific sustainability targets for their enterprises, and to reward them through margin reductions upon the achievement of these targets.
11	E	Energy consumption and mix (Inside the organisation)	GRI 302-1	Kwh	Total fuel consumption and electricity use within the Group from both non-renewable and renewable sources.

1 The KPIs detailed relate to the BOI Group, except Davy which became part of the Group during 2022 except for 7. Characteristics of the Undertaking's Employees which includes BOI Group and Davy.



External Assurance continued

Reporting criteria					
NO.	Area	KEY PERFORMANCE INDICATOR ¹	FRAMEWORK	UNITS	DEFINITION
12	E	Scope 1 GHG Emissions (Absolute & reduction from base year) ^{2,3,4&5}	GRI 305-1	tCO ₂ e	Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent.
13	E	Scope 2 GHG Emissions (Absolute & reduction from base year) & reduction from base year) ^{2,3,4&5}	GRI 305-2	tCO ₂ e	Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent and & gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent.
14	E	Scope 3 GHG emissions	GRI 305-3	tCO ₂ e	Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent.
15	E	GHG Intensity per net turnover	GRI 305-4	tCO ₂ e/m ²	GHG emissions intensity ratio for the Group per metre squared, based on average floorspace for the year.
16	S	Diversity of governance bodies (Gender, Age, Diversity)	GRI 405-1	Absolute, Percentage	Detail on the diversity of the Group's Board of Directors, including gender and age.
17	G	Anti-corruption and anti-bribery training	GRI 205-2	Percentage	Detail on the percentage of colleagues completing anti-corruption and anti-bribery training.
18	E	At Risk Sector Classification including exposure to Fossil Fuel and Large Emitters - exposure to high contributing sectors - direct fossil fuel exposures - indirect fossil fuel exposures - exposure to Global Top 20 emitters	BOI Reporting Criteria	€bn	Denotes GCA of exposures to commercial lending sectors that highly contribute to climate change as classified in Pillar 3 Reporting. €19.3bn is a subset of the total on-balance sheet exposure to commercial lending (non-financial counterparties). Denotes the GCA of exposures classified in the following Pillar 3 Reporting sub-sectors in Mining & Quarrying: B.05 – Mining of coal and lignite; B.06 – Extraction of crude petroleum (oil) and natural gas. Denotes the GCA of exposures classified in Pillar 3 to counterparties with revenue from non-direct fossil fuel activities (logistics and supply chain) – denoted in Pillar 3 as Excluded from EU Paris-aligned Benchmarks. Denotes the GCA of exposure to companies listed among the top 20 most carbon intensive firms globally.
19	E	Review of Energy Ratings and Energy Efficiency Disclosures on Resi and Commercial Property - RRE Ireland - RRE UK	BOI Reporting Criteria	Percentage	This represents the percentage in GCA terms of the Group's Irish residential mortgage portfolio that have an Energy Performance Certificate (EPC) rating of either A or B (based on proxies) This represents the percentage in GCA terms of the Group's UK residential mortgage portfolio that have an Energy Performance Certificate (EPC) rating of either A or B (based on combination of actuals and proxies)

1 The KPIs detailed relate to the BOI Group, except Davy which became part of the Group during 2022 except for 7. Characteristics of the Undertaking's Employees which includes BOI Group and Davy.

2 A GHG source is any physical unit or process that releases GHG into the atmosphere:

- a. Direct (Scope 1) GHG emissions are from sources that are owned or controlled by Bank of Ireland. Direct (Scope 1) GHG emissions can include CO₂ emissions from fuel consumption. Bank of Ireland's Direct (Scope 1) emissions include fuels combustion, fleet and fugitive emissions.
- b. Energy indirect (Scope 2) GHG emissions can result from the generation of purchased or acquired electricity, heating, cooling, and steam consumed. Bank of Ireland Scope 2 emissions represent consumption of purchased electricity.

3 We have chosen 2020 as our baseline year in line with that chosen for our Science-based targets which were validated in 2022. Scope 1 and 2 emissions for 2020 were recalculated in the current year based on improved methodology in calculating emissions. As part of KPMG's limited assurance procedures, the Baseline Year was not assured. The scope of work performed extended only to the current year balance.

4 In line with the GHG Protocol, our emissions are presented in tonnes of carbon dioxide equivalent units (tCO₂e) and include carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and hydrofluorocarbons (HFC). Bank of Ireland emissions have been calculated using the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition (the GHG Protocol), the UK Government's emission conversion factors for greenhouse gases (DEFRA), and the Commission for Regulation of Utilities Ireland (CRU) emission conversion factors. Where tCO₂e factors were not available, BOI have converted tCO₂ to tCO₂e using the relevant DEFRA adjustment factor.

5 We have adopted the operational control approach on reporting boundaries. In 2023, emissions reported are for Ireland and the UK, excluding Davy who joined the Group in 2022. Emissions for our operations in the US, Germany, France and Spain are excluded from our reporting.



External Assurance continued

Reporting criteria					
NO.	Area	KEY PERFORMANCE INDICATOR ¹	FRAMEWORK	UNITS	DEFINITION
20	E	Residential Mortgages – % Reduction in portfolio GHG emissions	BOI Reporting Criteria	Percentage	This represents the percentage reduction in the Emissions Intensity (KgCO ₂ / m ²) of the total residential mortgage portfolio from the baseline (FY2020) ³ .
21	E	Commercial Real Estate (CRE) – % Reduction in portfolio GHG emissions	BOI Reporting Criteria	Percentage	This represents the percentage reduction in the Emissions Intensity (KgCO ₂ / m ²) of the total CRE portfolio from the baseline (FY2020) ³ .
22	E	Project Finance Electricity Generation – % Reduction in portfolio GHG emissions	BOI Reporting Criteria	Percentage	This represents the percentage reduction in the Emissions Intensity (KgCO ₂ /kWh - weight of carbon dioxide equivalent emitted per kilowatt hour) of the electricity generation project finance portfolio from the baseline (FY2020) ³ .
23	E	Corporate Loans – % of Corporate Lending Customers with validated SBTs	BOI Reporting Criteria	Percentage	This represents the current percentage of the Group's long-term corporate lending (weighted by emissions) which have set SBTi validated targets.
24	E	Corporate Bonds – % of Corporate Bond Customers with validated SBTs	BOI Reporting Criteria	Percentage	This represents the current percentage of the Group's corporate bond customers (weighted by investment value) which have set SBTi validated targets.
25	E	Own Operations – % Renewable Energy	BOI Reporting Criteria	Percentage	% of renewable energy used in the Group's own operations as a proportion of total energy used.
26	E	Review of Physical Risk and Flood Risk mapping – Physical Risk as % of Total Exposures – Flood Risk Mapping	BOI Reporting Criteria	Percentage	This represents the percentage in GCA terms of the Group's loans and advances at amortised cost that are sensitive to physical risk (chronic and/or acute). This shows for each region across Ireland and the UK, the percentage in GCA terms of residential mortgages sensitive to flood risk as a proportion of both total residential mortgage lending and total mortgage lending for that region.
27	E	Sustainability related lending	BOI Reporting Criteria	€bn	The GCA of the stock of lending as at 31 December 2023 reported under the Group's Sustainable Finance criteria for FY2023.

¹ The KPIs detailed relate to the BOI Group, except Davy which became part of the Group during 2022 except for 7. Characteristics of the Undertaking's Employees which includes BOI Group and Davy.

² It should be noted that for this first round of EU Taxonomy disclosures we have taken a conservative application of the qualifying criteria underpinning the GAR based on the guidance provided to date and currently available data. Due to these current limitations across the industry changes in this ratio in future reporting periods will be driven in part by increased data availability.

³ As part of KPMG's limited assurance procedures, the Baseline Year was not assured. The scope of work performed extended only to the current year balance.



External Assurance continued

Independent Limited Assurance Report to Bank of Ireland Group plc on the ESG information included in the Bank of Ireland Group plc Sustainability Report for the year ended 31 December 2023

We were engaged by the board of directors Bank of Ireland Group plc (“BOIG”) to report on BOIG’s ESG information (“ESG information”) comprising the following: elements of the subject matter information marked with the symbol * per the BOIG Sustainability Report (“Sustainability Report”) for the year ended 31 December 2023, in the form of an independent limited assurance conclusion that:

- based on our work performed and evidence we have obtained, nothing has come to our attention that causes us to believe that the Group’s ESG information marked with the symbol * is not properly prepared, in all material respects, in accordance with the Global Reporting Initiative (“GRI”) standards or BOIG’s internally developed guidelines, collectively referred to as “BOIG’s reporting criteria”, with the specific criteria against which each element of ESG Information is evaluated disclosed per pages 39-41 of the Sustainability Report.

BOIG’s Responsibilities

The directors of BOIG are responsible for preparing a Sustainability Report that is free from material misstatement in accordance with BOIG’s reporting criteria and for the information contained therein.

This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and presentation of the ESG information that is free from material misstatement, whether due to fraud or error. It also includes selecting and developing the appropriate criteria against which to measure and report the ESG information, and for designing, implementing and effectively operating controls to achieve the stated control objectives; selecting and applying policies; making judgments and estimates that are reasonable in the circumstances; and maintaining adequate records in relation to the ESG information.

The directors are also responsible for preventing and detecting fraud and for identifying and ensuring that BOIG complies with laws and regulations applicable to its activities. The directors are responsible for ensuring that staff involved with the preparation of the ESG information are properly trained, systems are properly updated and that any changes in reporting encompass all significant business units.

Our Responsibilities

Our responsibility is to examine the ESG information prepared by BOIG and to report thereon in the form of an independent limited assurance conclusion based on the evidence obtained. We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* and International Standard on Assurance Engagements (ISAE) 3410, *Assurance Engagements on Greenhouse Gas Statements* issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform our procedures to obtain a meaningful level of assurance about whether the ESG information is fairly stated in all material respects, as the basis for our limited assurance conclusion.

The firm applies International Standard on Quality Management 1 *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements* (ISQM 1) which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the Chartered Accountants Ireland Code of Ethics and the International Ethics Standards Board for Accountants’ International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The procedures selected depend on our understanding of the ESG information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise.

In obtaining an understanding of the ESG information and other engagement circumstances, we have considered the process used to prepare the ESG information in order to design assurance procedures that are appropriate in the circumstances, but not for the purposes of expressing a conclusion as to the effectiveness of BOIG’s process or internal control over the preparation and presentation of the ESG information.

Our engagement also included: assessing the appropriateness of the ESG information, the suitability of the criteria used by BOIG in preparing the ESG information in the circumstances of the engagement, evaluating the appropriateness of the methods, policies and procedures, and models used in the preparation of the ESG information and the reasonableness of estimates made by BOIG.

We have performed the following procedures:

- Assessed the appropriateness of the reporting criteria for the ESG information.
- Conducted interviews with Management to understand the processes, systems, and controls in place over the preparation of the ESG information.
- Agreed a selection of the ESG information to source documentation.
- Assessed a selection of formulae used and manual calculations performed over the ESG information.
- Assessed documentation associated with the processes and systems to generate and report the ESG information via walkthroughs and inspection.
- Assessed documentation associated with the processes and systems to generate and report the ESG information.
- Performed analytical procedures over the aggregated ESG information, having regard to our understanding of the business and through reading of the Sustainability Report and narrative accompanying the ESG information for consistency with our findings.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



External Assurance continued

As part of this engagement, we have not performed any procedures by way of audit, review or verification of the ESG information nor of the underlying records or other sources from which the ESG information was extracted.

We also read other information included in the Sustainability Report that contains the ESG information and our report thereon in order to identify material inconsistencies, if any, with the ESG information.

Characteristics and Limitations of the ESG information

Greenhouse gas emissions quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Criteria

The ESG Information identified by * was evaluated against either the Global Reporting Initiative (“GRI”) standards or BOIG’s internally developed guidelines, and collectively referred to as “BOIG’s reporting criteria”. The specific criteria against which each element of ESG Information is evaluated is disclosed per pages 39-41 of the Sustainability Report.

Conclusion

Limited Assurance Conclusion in relation to matters reported on in accordance with ISAE 3000 and ISAE 3410

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this report. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Based on the procedures we have performed and evidence we have obtained, nothing has come to our attention that causes us to believe that the Group’s ESG Information identified by * in the Sustainability Report for the year ended 31 December 2023 is not properly prepared, in all material respects, in accordance with the Global Reporting Initiative (“GRI”) standards or “BOIG’s reporting criteria”, with the specific criteria against which each element of ESG Information is evaluated disclosed per pages 39-41 of the Sustainability Report.

We have read the other information included in the Sustainability Report that contains the ESG Information and our independent limited assurance report thereon. We did not identify any material inconsistencies in this information with the ESG Information.

Restriction of Use of Our Report

Our report is released to BOIG on the basis that it shall not be copied, referred to or disclosed, in whole (save for BOIG’s own internal purposes) or in part, unless permitted under the terms of the Engagement Letter dated 22 January 2024 (“the Engagement Letter”) or with our prior written consent.

Our report should not be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than BOIG for any purpose or in any context, save to the extent separately agreed upon in writing with KPMG. Any other party who obtains access to our report or a copy thereof and chooses to rely on our report (or any part thereof) will do so at its own risk. To the fullest extent permitted by law, we accept or assume no responsibility and deny any liability to any such other party for our work, for this independent limited assurance report, or for the conclusions we have reached.

KPMG
Chartered Accountants
1 Harbourmaster Place
IFSC
Dublin 1
D01 F6F5
29 April 2024



External Assurance continued

Independent Limited Assurance Report of KPMG to Bank of Ireland Group plc for the UN Principles for Responsible Banking disclosure

KPMG (“KPMG” or “we”) were engaged by Bank of Ireland Group plc (“BOIG”) to provide limited assurance over the Selected Information described below for the year ended 31 December 2023.

Selected Information

The scope of our work includes only the information included within selected sections from responses within BOIG’s United Nations Environment Programme Finance Initiative’s Principles for Responsible Banking Reporting and Self-Assessment Template (“UN PRB Template”) for the year ended 31 December 2023 marked with the symbol ** (“the Selected Information”). The Selected Information includes the “high-level summary of the bank’s response” to the following requirements:

- 2.1 Impact Analysis
- 2.2 Target Setting
- 2.3 Plans for Target Implementation and Monitoring
- 5.1 Governance Structure for Implementation of the Principles

We have not performed any work, and do not express any conclusion, over any other information that may be included in the UN PRB Template or displayed elsewhere on BOIG’s website for the current or for previous periods unless otherwise indicated.

Reporting Criteria

The Reporting Criteria we used to form our judgements are the ‘UN PRB Self-assessment report 2023 Basis of Preparation’ as set out as set out on page 22 of the Sustainability Report (‘the Reporting Criteria’). The Selected Information needs to be read together with the Reporting Criteria.

Directors’ responsibilities

The Directors of BOIG are responsible for:

- designing, operating and maintaining internal controls relevant to the preparation and presentation of the UN PRB Template that is free from material misstatement, whether due to fraud or error;
- selecting and/or developing objective Reporting Criteria;
- measuring and reporting the Selected Information in accordance with the Reporting Criteria; and
- the contents and statements contained within the UN PRB Template and the Reporting Criteria.

Our responsibilities

Our responsibility is to plan and perform our work to obtain limited assurance about whether the Selected Information accurately discloses in all material respects, the actions taken by BOIG, when reporting in accordance with the Reporting Criteria and to report to BOIG in the form of an independent limited assurance conclusion based on the work performed and the evidence obtained. We conducted our engagement in accordance with International Standard on Assurance

Engagements (ISAE) 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. That standard requires that we plan and perform our procedures to obtain a meaningful level of assurance about whether the Selected Information within BOIG’s United Nations Environment Programme Finance Initiative’s Principles for Responsible Banking Reporting and Self-Assessment Template for the year ended 31 December 2023 accurately discloses in all material respects, the actions taken by BOIG when reporting in accordance with the Reporting Criteria, as the basis for our limited assurance conclusion. We also read other information, which is not selected information, included in the document that will contain the selected information in the UN PRB Template and our assurance report thereon in order to identify any material inconsistencies with the UN PRB Template.

KPMG applies International Standard on Quality Management 1, which requires the KPMG to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements. We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants’ International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The procedures selected depend on our understanding of the Selected Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

We have complied with the independence and other ethical requirements of the Chartered Accountants Ireland Code of Ethics and the International Ethics Standards Board for Accountants’ International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our conclusion

Based on the work we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Selected Information within BOIG’s United Nations Environment Programme Finance Initiative’s Principles for Responsible Banking Reporting and Self-Assessment Template for the year ended 31 December 2023 does not accurately disclose in all material respects, the actions taken by BOIG when reporting in accordance with the Reporting Criteria.

This conclusion is to be read in the context of the remainder of this report, in particular the inherent limitations explained below and this report’s intended use.



External Assurance continued

Inherent limitations

The nature of non-financial information; the absence of a significant body of established practice on which to draw; and the methods and precision used to determine non-financial information, allow for different, but acceptable evaluation and measurement techniques and can result in materially different measurements, affecting comparability between entities and over time. The UN PRB Template is prepared to meet the common needs of a broad range of users and may not, therefore, include every aspect of BOIG's impact management system that each individual user may consider important.

The scope of our procedures does not include an assessment of the suitability of design of BOIG's UN PRB impact management systems and processes to achieve alignment with the UN Principles for Responsible Banking nor their operating effectiveness and therefore our procedures provide no assurance over the design and operating effectiveness of the impact management systems and processes nor of the resulting impacts achieved.

The scope of our work on the UN PRB Template was limited to assessing whether the disclosed statements of BOIG display an accurate reflection of the steps and activities BOIG has undertaken.

The UN PRB Template and Reporting Criteria have been developed to assist BOIG in preparing the disclosure required by the UN Principles for Responsible Banking. As a result, BOIG's UN PRB Template may not be suitable for another purpose.

Finally, the projection of the future of the impact management systems and processes and their alignment with the UN Principles for Responsible Banking is subject to the risk that the impact management systems and processes may change.

Summary of work performed

A limited assurance engagement involves planning and performing procedures to obtain sufficient appropriate evidence to obtain a meaningful level of assurance over the Selected Information as a basis for our limited assurance conclusion. Planning the engagement involves assessing whether the Reporting Criteria are suitable for the purposes of our limited assurance engagement. The procedures selected depend on our judgement, on our understanding of the Selected Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise.

The procedures performed included:

- enquiries with relevant BOIG management to understand the internal controls, governance structure and reporting process relevant to the preparation and disclosure of the UN PRB Template;
- carrying out selected testing of relevant documentation through enquiries and agreeing to underlying support to assess whether data has been collected and reported in accordance with applicable criteria;
- agreeing significant claims made within the selected criteria within the UN PRB Template to source documentation including inspection of documents confirming underlying evidence of statements made within the disclosure of the UN PRB Template on a sample basis;
- considering the risk of material misstatement of the selected sections of the UN PRB Template; and
- considering the accuracy of references to the UN PRB Template included in BOIG's annual report and sustainability report and for consistency with our findings.

The work performed in a limited assurance engagement varies in nature and timing from, and is less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

This report's intended use

Our report has been prepared for BOIG solely in accordance with the terms of our engagement.

Our report was designed to meet the agreed requirements of BOIG determined by BOIG's needs at the time. Our report should not therefore be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than BOIG for any purpose or in any context. Any party other than BOIG who obtains access to our report or a copy and chooses to rely on our report (or any part of it) will do so at its own risk. To the fullest extent permitted by law, KPMG will accept no responsibility or liability in respect of our report to any other party.

As a signatory to the UN Principles of Responsible Banking, BOIG is required to publish the completed UN PRB Template, and "the outcome of the assurance process should be included in the bank's reporting, as per the Principles for Responsible Banking Guidance Document". Without affecting, adding to or extending our duties and responsibilities to BOIG or giving rise to any duty or responsibility being accepted or assumed by or imposed on us or any party except BOIG, we have consented to the disclosure of our report on BOIG's website at <https://www.bankofireland.com/> to facilitate BOIG meeting this requirement.

KPMG
Chartered Accountants
1 Harbourmaster Place
IFSC
Dublin 1
D01 F6F5
29 April 2024

The maintenance and integrity of BOIG's website is the responsibility of the Directors of BOIG; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Selected Information, Reporting Criteria or Report presented on BOIG's website since the date of our report.