

AI Agreement between the Bank of Ireland Group and FSU.

This agreement applies to all Band 1- 3 colleagues covered by collective bargaining agreements.

General Principles

Recognising that the European Social Partners in Banking have released an agreed declaration on AI the Bank of Ireland and Financial Services Unions now agree the following. This will assist the parties in providing a framework for the introduction and usage of AI in the Bank over the coming years in a way that is beneficial for the Bank of Ireland Group, it's shareholders, it's customers and best protects staff.

When it comes to AI and all other aspects of digital transformation, humans will be kept at the centre of work organisation, with full respect for the human-in-control principle.

Artificial Intelligence (AI) is understood to mean a machine-based system designed to operate with varying levels of autonomy, that may exhibit adaptiveness after deployment and that, for explicit or implicit objectives, infers, from the input it receives, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments (European Commission AI Act 2024).

AI systems can be recognised principally, though not exhaustively, by three main features:

- They are independent, thus able to perform tasks and make decisions without human direction.
- They are self-learning, able to teach themselves and continuously improve.
- They have access to large volumes of data, from which they can learn on their own.

The use of AI in surveillance to monitor employees should be limited, transparent, proportional and in compliance with existing collective agreements, international and national laws. In all cases, decisions relating to the use and analysis of these tools have to be made by a human being, thus respecting the human-in-control principle.

Employees have the right not to be subject to decisions that affect them legally, or significantly, based solely and exclusively on automated variables.

The employer, together with all relevant employees, must abide by and respect the applicable legal provisions outlined e.g., by the EU level GDPR (General Data Protection Regulation), AI Act, DORA as well as national legislation, ethics policy / banking regulation, the confidentiality and security clauses issued by the employer.

This agreement encourages dialogue, in line with existing practices and agreements, between the parties in order to develop and put in place joint actions to support job transition and ensure re/up-skilling opportunities when job profiles are affected by the growing use of AI and other digital technologies. The continuous upskilling of employees who use these new tools to do more is not a one-time effort it should be built into talent management

AI and Jobs

While AI will continue to evolve, both sides nonetheless remain committed to the existing change management procedures should they be required in the future.

In terms of training, employers should provide necessary training to adapt to new technologies, during working hours. For upskilling/reskilling and career guidance, employers and employees are encouraged to carry out trainings , where possible.

The Bank and the FSU will both communicate the importance of training and competence development to colleagues and their members. Appropriate retraining, with an emphasis on acquiring new skills needed for the digital era and adapting to new working realities, should be one of the priorities to be jointly addressed by both the bank and the FSU. Collective training plans should also include actions to help bridge the digital divide and enhance bank employees' employability and employment prospects. This is a long term job security measure

The Bank has commenced work for employees to support them in ensuring they are future proofing their skills. Through the future skills foundation level pathway continuing to build our organisational capabilities in simpler business , agile and project management, data fluency and insight cyber security and engineering.

The Bank reaffirm commitment to the job security and change management agreements with FSU. These agreements will be updated with a note referencing this new AI agreement.

It is agreed by the Bank and the FSU that in order to assist with this commitment to job security, all employees will need to be flexible regarding redeployment. If an employee refuses to accept a reasonable alternative role this will be managed in line with the change management agreement.

Should either party wish to dissolve the terms of this agreement, they shall first notify the other with a minimum notice period of six months.

In the case that disagreement arises regarding the dissolution of the scheme, both parties agree to follow the dispute resolution process.