

BARCLAYS PLC
Form 6-K
March 12, 2013
Table of Contents

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION

Washington, DC 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16

under the Securities Exchange Act of 1934

March 12, 2013

Barclays PLC

(Name of Registrant)

1 Churchill Place

London E14 5HP

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England

(Address of Principal Executive Offices)

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or Form 40-F.

Form 20-F Form 40-F

Indicate by check mark whether the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(1):

Indicate by check mark whether the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(7):

Table of Contents

This Report is a Report on Form 6-K filed by Barclays PLC.

The Report comprises the following:

Exhibit No.	Description
1	Barclays PLC Annual Report 2012
2	Barclays PLC Annual Review 2012

Table of Contents

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned, thereunto duly authorised.

BARCLAYS PLC
(Registrant)

Date: March 12, 2013

By: /s/ Patrick Gonsalves
Name: Patrick Gonsalves
Title: Deputy Secretary

Table of Contents

Barclays PLC
Annual Report 2012

Table of Contents

The strategic report

Tough questions, honest answers

Barclays is changing. We are changing the way we do business, changing the type of business we do and setting a new course for the future. That means we are listening more than ever before, to our customers and clients, our employees and to all of the people our work impacts.

The portraits that appear in this Annual Report are of real Barclays customers. The tough questions featured throughout are the ones that we have been consistently asked, throughout this year by our stakeholders.

More detail can be found online at

www.barclays.com/annualreport

An overview of our 2012 performance, a focus on our new strategic direction, and a review of the businesses underpinning our strategy

<u>Group overview</u>	02
<u>Our businesses</u>	03
<u>Chairman's statement</u>	04
<u>Group Chief Executive's review</u>	08
<u>What we want to be</u>	10
<u>How we will get there</u>	12
<u>How we create value</u>	14
<u>Business review</u>	
<u>UK Retail and Business Banking (UKRBB)</u>	16
<u>Europe Retail and Business Banking (Europe RBB)</u>	17
<u>Africa</u>	18
<u>Barclaycard</u>	19
<u>Investment Bank</u>	20
<u>Corporate Banking</u>	22
<u>Wealth and Investment Management</u>	23
<u>Group Finance Director's review</u>	24
<u>Risk</u>	26
<u>Corporate Governance</u>	28
<u>Citizenship</u>	30
<u>Summary remuneration report</u>	32

The term 'Barclays PLC Group' or the 'Group' means Barclays PLC together with its subsidiaries and the term 'Barclays Bank PLC Group' means Barclays Bank PLC together with its subsidiaries. 'Barclays' and 'Group' are terms which are used to refer to either of the preceding groups when the subject matter is identical. The term

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Company, Parent Company or Parent refers to Barclays PLC and the term Bank refers to Barclays Bank PLC. In this report, the abbreviations £m and £bn represent millions and thousands of millions of pounds sterling respectively; the abbreviations \$m and \$bn represent millions and thousands of millions of US Dollars respectively; m and bn represent millions and thousands of millions of euros respectively and C\$m and C\$bn represent millions and thousands of millions of Canadian dollars respectively.

Unless otherwise stated, the income statement analyses compare the 12 months to 31 December 2012 to the corresponding 12 months of 2011 and balance sheet comparisons, relate to the corresponding position at 31 December 2011. Unless otherwise stated, all disclosed figures relate to continuing operations. Relevant terms that are used in this document but are not defined under applicable regulatory guidance or International Financial Reporting Standards (IFRS) are explained in the glossary online at www.barclays.com/annualreport. A hard copy can be provided on request by contacting Barclays Investor Relations, Barclays PLC, 1 Churchill Place, London E14 5HP.

Adjusted profit before tax and adjusted performance measures have been presented to provide a more consistent basis for comparing business performance between periods. Adjusted profit before tax is explained further on page 24 and defined in the online glossary at www.barclays.com/annualreport

Forward-looking statements

This document contains certain forward-looking statements within the meaning of Section 21E of the US Securities Exchange Act of 1934, as amended, and Section 27A of the US Securities Act of 1933, as amended, with respect to certain of the Group's plans and its current goals and expectations relating to its future financial condition and performance. Barclays cautions readers that no forward-looking statement is a guarantee of future performance and that actual results could differ materially from those contained in the forward-looking statements. These forward-looking statements can be identified by the fact that they do not relate only to historical or current facts. Forward-looking statements sometimes use words such as may, will, seek, continue, aim, anticipate, target, projected, estimate, intend, plan, goal, believe, achieve or other words of similar meaning. Examples of forward-looking

statements include, among others, statements regarding the Group's future financial position, income growth, assets, impairment charges, business strategy, capital ratios, leverage, payment of dividends, projected levels of growth in the banking and financial markets, projected costs, commitments in connection with the Transform Programme, estimates of capital expenditures and plans and objectives for future operations and other statements that are not historical fact. By their nature, forward-looking statements involve risk and uncertainty because they relate to future events and circumstances, including, but not limited to, UK domestic, Eurozone and global macroeconomic and business conditions, the effects of continued volatility in credit markets, market related risks such as changes in interest rates and foreign exchange rates, effects of changes in valuation of credit market exposures, changes in valuation of issued notes, the policies and actions of governmental and regulatory authorities (including requirements regarding capital and Group structures and the potential for one or more countries exiting the Eurozone), changes in legislation, the further development of standards and interpretations under IFRS and prudential capital rules applicable to past, current and future periods, evolving practices with regard to the interpretation and application of standards under IFRS, the outcome of current and future legal proceedings, the success of future acquisitions and other strategic transactions and the impact of competition, a number of such factors being beyond the Group's control. As a result, the Group's actual future results may differ materially from the plans, goals, and expectations set forth in the Group's forward-looking statements.

Any forward-looking statements made herein speak only as of the date they are made. Except as required by the UK Financial Services Authority, the London Stock Exchange plc (the LSE) or applicable law, Barclays expressly disclaims any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in Barclays expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based. The reader should, however, consult any additional disclosures that Barclays has made or may make in documents it has published or may publish via the Regulatory News Service of the LSE and/or has filed or may file with the US Securities and Exchange Commission.

The Annual Report includes certain information required to be included in the joint Barclays PLC and Barclays Bank PLC Annual Report on Form 20-F for 2012. Form 20-F will contain as exhibits certificates pursuant to Sections 302 and 906 of the Sarbanes-Oxley Act of 2002, signed by the Group Chief Executive and the Group Finance Director.

Table of Contents

Detailed information

Governance

The governance process of Barclays and reports from each of the Board committees presenting how the Board support the delivery of the strategy

<u>Corporate governance report</u>	38
<u>Directors' report</u>	62
<u>Board of Directors</u>	67
<u>Executive Committee</u>	70
<u>People</u>	71
<u>Remuneration report</u>	72

Risk review

Insight into the level of risk across our businesses and portfolios, the material risks and uncertainties we face and the key areas of management focus. To find out more about the major risk policies which underlie our Risk Exposures, we have consolidated policy-based qualitative information under Risk Management

<u>Risk factors</u>	108
<u>Credit risk</u>	116
<u>Market risk</u>	155
<u>Funding risk – Capital</u>	162
<u>Funding risk – Liquidity</u>	172
<u>Operational risk</u>	187
<u>Reputation risk</u>	188
<u>Conduct risk</u>	189
<u>Supervision and regulation</u>	190

Financial review

A review of the performance of Barclays, including the key performance indicators, and our businesses' contribution to the overall performance of the Group

<u>Key performance indicators</u>	198
<u>Consolidated summary income statement</u>	202
<u>Income statement commentary</u>	203
<u>Consolidated summary balance sheet</u>	204
<u>Balance sheet commentary</u>	205
<u>Analysis of results by business</u>	207

Financial statements

Detailed analysis of our statutory accounts, independently audited and providing in-depth disclosure and transparency on the financial performance of the business

<u>Independent Auditors' report</u>	229
<u>Consolidated financial statements</u>	231
<u>Parent company accounts</u>	236
<u>Notes to the financial statements</u>	238

Risk management

A comprehensive overview of Barclays' approach to risk management and more specific information on policies that the Group determines to be of particular significance in the current operating environment

<u>Barclays risk management strategy</u>	314
<u>Credit risk management</u>	321
<u>Market risk management</u>	332
<u>Liquidity risk management</u>	337
<u>Capital risk management</u>	340
<u>Operational risk management</u>	342

Shareholder information

Resources for shareholders including the Company articles of association, classes of shares and contact details for shareholder enquiries

<u>Shareholder information</u>	346
<u>Shareholder enquiries</u>	350
<u>Index</u>	351

Table of Contents

Group overview

While 2012 was a difficult year for Barclays, financial performance was strong. Results clearly demonstrate the good momentum in our businesses and a robust capital and liquidity position.

Adjusted total income

£29,043m

Total adjusted income was up 2%. Statutory income down 24% to £24,691m

Adjusted profit before tax

£7,048m

Adjusted profit before tax up 26%, with significant contribution from both investment and retail banking activities. Statutory profit before tax down to £246m

Liquidity pool

£150bn

Liquidity pool remains strong and well within our liquidity risk appetite

Gross new lending to UK

£44.0bn

We provided £44bn of gross new lending to UK households and businesses including an estimated £5.7bn of net new lending under Funding for Lending Schemes

People supported

1.2 million

Helped to improve the enterprise, financial and life skills of more than 1.2 million 10 to 35 year olds through a range of programmes

Dividends per share

6.5p

Despite challenges faced, underlying performance enables us to pay a full year dividend of 6.5p

Key performance indicators		The KPIs presented below reflect the way in which the performance of the Group has been measured during 2012. These KPIs will be superseded to align with the new strategy and			we will use a balanced scorecard to monitor the performance and delivery of the new strategy. For more information on the balanced scorecard, please see page 13.		
(KPIs)		2012	Statutory 2011	2010	2012	Adjusted 2011	2010
Capital	Measures						
	Core Tier 1 ratio	10.9%	11.0%	10.8%			
	Adjusted gross leverage	19x	20x	20x			
Returns	Return on average shareholders' equity (RoE)	(1.9)%	5.8%	7.2%	7.8%	6.6%	6.8%
	Return on average tangible equity (RoTE)	(2.2)%	6.9%	8.7%	9.1%	7.9%	8.2%
	Return on average risk weighted assets (RoRWA)	(0.1)%	1.0%	1.1%	1.3%	1.1%	1.1%
	Profit before tax	£246m	£5,879m	£6,065m	£7,048m	£5,590m	£5,707m
	Cost: income ratio	85%	64%	64%	64%	67%	64%
	Loan loss rate	75bps	77bps	118bps			
Income	Dividend per share	6.5p	6.0p	5.5p			
	Total income	£24,691m	£32,292m	£31,440m	£29,043m	£28,512m	£31,049m
growth	Income by geography: UK	31%	49%	40%	41%	43%	39%
	Europe	15%	13%	15%	13%	15%	16%
	Americas	32%	19%	25%	26%	21%	25%
	Africa and Middle East	18%	15%	16%	16%	17%	16%
	Asia	4%	4%	4%	4%	4%	4%
Citizenship	Gross new lending to UK households and businesses	£44.0bn	£45.0bn	£43.5bn			
	Global investment in our communities	£64.5m	£63.5m	£55.3m			
	Colleagues involved in volunteering, regular giving and fundraising initiatives	68,000	70,000	59,000			
	Group Employee Opinion Survey (EOS) Proud to be Barclays	78%	81%	83%			
	Percentage of senior managers who are female	22%	21%	24%			

Table of Contents

Our businesses

About Barclays

Barclays is a major global financial services provider engaged in personal banking, credit cards, corporate and investment banking, and wealth and investment management with an extensive international presence in Europe, the Americas, Africa and Asia. With over 300 years of history and expertise in banking, Barclays operates in over 50 countries and employs approximately 140,000 people. Barclays moves, lends, invests and protects money for customers and clients worldwide.

Barclays banking and financial service businesses work together to provide customers and clients the best offerings across our chosen markets.

Total income by business segment	UK Retail and Business Banking (UKRBB)	Europe Retail and Business Banking (Europe RBB)
	£4,421m	£915m
1. UK Retail and Business Banking	A leading UK high street bank providing retail banking services and general insurance to individuals and business banking services to small and medium enterprises (SMEs)	A local presence for Barclays customers in Spain, Italy, Portugal and France, providing retail banking services to mass-affluent individuals and business banking services to SMEs
2. Europe Retail and Business Banking		
3. Africa Retail and Business Banking		
4. Barclaycard	Africa Retail and Business Banking (Africa RBB)	Barclaycard
5. Investment Bank		
6. Corporate Banking	£3,157m	£4,170m
7. Wealth and Investment Management	A leading pan-African retail and business bank serving customers and clients in 12 countries with a range of banking and bancassurance solutions	A leading international payments business, offering payments and lending to individuals, and a range of business services including card issuing and payment

For more detailed information please refer to pages 16-23

acceptance services

Investment Bank

Corporate Banking

£11,722m

£2,918m

A global investment bank serving large corporate clients, financial institutions, governments and institutional investors with financial advisory, capital-raising, financing and risk management services

A leading provider of integrated cash management, financing and risk management solutions to large corporate clients in the UK and South Africa, and multinationals and financial institutions globally

Wealth and Investment Management

£1,815m

A premier global wealth manager and advisor, providing private and intermediary clients with international and private banking, investment management, fiduciary services and brokerage

Table of Contents

Chairman's statement

Cultivating the right culture, running Barclays the right way, and responding to regulation.

Barclays experienced an extremely difficult 2012. In the wake of the announcement of the penalties relating to the industry-wide investigation into the setting of interbank offered rates, Marcus Agius chose to resign as Chairman and Bob Diamond subsequently resigned as CEO.

The Board moved swiftly to fill both positions. My appointment as Chairman was announced in early August and the appointment of Antony Jenkins as CEO was made at the end of that month.

The announcement of the penalties in respect of LIBOR and EURIBOR rates was in addition to the provisions made in respect of the mis-selling of PPI to consumers and interest rate hedging products to business customers, both of which were increased at the end of the year. Stakeholders' trust in Barclays and the banking sector generally has been severely damaged by these events. We recognise that we must rebuild that trust and are determined to win it back through demonstrating real and fundamental change in our culture, especially the way we operate. We must demonstrate that going forward we are truly serving all our stakeholders, particularly our customers and clients, the communities in which we operate and society as a whole.

My priority as Chairman is to work with the Board, Antony Jenkins, management and employees to ensure that we win back trust and ensure that we have in place a sustainable business model that will create long term shareholder value.

Table of Contents

Your Chairman's view

The Chairman's primary role is to provide leadership to the Board, creating the conditions for overall Board effectiveness and ensuring that Barclays satisfies its legal and regulatory responsibilities.

Here, Sir David Walker who became Chairman in 2012 takes the opportunity to provide his views on the performance of Barclays, the Board, and his priorities for the future.

The right culture

Changing Barclays culture is a critical component in rebuilding trust and real change is required. The Board and management have an essential role to play in promoting a culture that embeds appropriate and consistent values throughout the whole of the organisation, irrespective of location or seniority. We have already started work on changing the culture with the launch in January of Barclays new Purpose and Values. We have defined our Purpose as 'Helping people achieve their ambitions in the right way'. This is underpinned by five core values: Respect, Integrity, Service, Excellence and Stewardship. Antony Jenkins provides more detail on this work and the overall Transform Programme designed to position Barclays as the 'Go-To' bank in his CEO's Review. Embedding the new Purpose and Values will take time but we are already changing the way we pay people to help accelerate that journey. Remuneration structures are being amended to ensure they take into account how results are delivered as well as the actual delivery of those results. We have already removed all sales commission for branch-based staff with performance now being measured against customer service metrics.

Running Barclays the right way

income and pre-compensation profits earned by the Group. Significant progress was made in 2012 – incentive awards reduced by 16% overall and 20% in the Investment Bank, despite a material increase in adjusted profit before tax. We are determined to continue making progress in improving critical compensation ratios such as compensation to net operating income to the benefit of our shareholders.

The Barclays Board responded swiftly following the resignations of Marcus Agius and Bob Diamond as Chairman and CEO respectively in order to ensure stability was restored as quickly as possible, with Marcus Agius agreeing to act as full-time Chairman until a new Chairman and CEO had been appointed. It has also worked diligently to ensure Barclays survived during one of the most serious financial crises the world has faced. The Board and management deserve credit for Barclays profitable track record during this period.

Criticism has, however, been levied at both the Board and senior management for their role in the events which resulted in the resignations last July. With the benefit of hindsight, there was a failure to recognise sufficiently that the environment in which banks operate had changed. A key lesson from the events of last summer is to underline the need for the Board to step back periodically from the detail and to take stock of the changing external strategic and operating environment. The Board will be assisted in this by the addition of two new Directors who have recently been appointed: Tim Breedon, the former Chief Executive of Legal & General Group plc, and Diane de Saint Victor, the General Counsel of

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Changes will be made to the way Barclays is governed in order to reflect the new environment in which we are operating and reinforce the cultural change that we are putting in place. We were one of the first banks to create a Board Risk Committee and this served Barclays well during the financial crisis. It has primarily focused on financial risks, such as credit, market, capital and funding risk. However, we now need to ensure an equal focus on conduct and reputation risk. We have accordingly created a new Board Committee to scrutinise these areas of risk, including operational risk. The creation of such a committee will ensure that the existing Board Risk Committee can focus its attention on financial risk, while the new Board Conduct, Reputation and Operational Risk Committee can focus on ensuring that our business practices and culture appropriately reflect the needs of all of our stakeholders, especially our customers, in addition to focusing on other areas of non-financial risk.

Remuneration has been a key governance concern for many of our stakeholders. There is no doubt that pay in some parts of the industry became excessive in the years leading up to the financial crisis. We are determined to ensure that shareholders receive an increased share of the

ABB Limited. Tim brings to the Board deep financial services experience and a shareholder perspective, while Diane brings specific experience of legal and compliance issues in a global business and in helping to embed cultural change. Further Board appointments will be made during 2013. Marcus Agius and Alison Carnwath both left the Board last year. I want to thank Marcus for his dedicated contribution as Barclays Chairman through an extraordinarily difficult 5-year period for the banking sector between 2007-2012 and, in particular, for the effectiveness and dignity of his leadership in the demanding phase of transition after Bob Diamond stepped down and before I became Chairman later in the year. I want also to thank Bob Diamond for the very significant positive contribution that he made during his 16 years with Barclays. Sir Andrew Likierman will be retiring from the Board at the AGM having served nine years as a Director. I would like to thank Andrew for his contribution to the Board over this period, particularly as a member of the Board Audit and Risk Committees. I would also like to thank Alison Carnwath for her contribution to the Board.

Table of Contents

Chairman's statement continued

Responding to regulation

There is now emerging more clarity on the future shape of the regulatory environment, although the precise details still need to be resolved. It is, however, clear that intensive and intrusive regulation is here to stay, together with higher levels and quality of capital and liquidity. It is also clear that there will be significant structural reform in the shape of a ring-fenced bank in the UK and other reforms in the US, including the prospective need to create an intermediate US holding company with its own capital and liquidity to hold Barclays US subsidiaries. We will respond positively to these developments and are already beginning the process of establishing a ring-fenced bank here in the UK. We aim to continue to lead the sector in ensuring that we can eliminate the 'too big to fail' problem through our work on recovery and resolution planning.

The new regulatory environment will require changes to both business models and cost structures. The Transform Programme and Strategic Review that Antony Jenkins sets out in his CEO's Review is designed to address precisely these issues. However, care does need to be taken to ensure that regulation does not go too far. A healthy banking sector earning returns above the cost of equity is essential to economic growth. It is important to ensure that the rightly increased focus by the regulator on conduct supervision does not inadvertently result in the withdrawal of services and the restriction of choice.

We must also not forget the many good things that Barclays does, including:

- £44bn** We provided £44bn in gross new lending to UK households and businesses in 2012
- 112,000** We supported the creation of 112,000 new businesses in the UK
- 500** We welcomed over 500 apprentices in January 2013 and are on track to meet our commitment to recruit 1,000 apprentices by the middle of this year
- £64.5m** We invested a total of £64.5m in community programmes globally in 2012, with 68,000 Barclays employees providing their time, skills and money to charitable causes
- 750,000** We continue to innovate for the benefit of our customers and clients; for example through PayTag we have enabled over 750,000 mobile phones to make contactless payments across three countries, and through Pingit, the first mobile payment application in Europe, we have won numerous industry awards
- £3.2bn** We are a major taxpayer, with our total tax contribution amounting to £3.2bn in 2012, in addition to taxes paid on behalf of employees, customers and clients

Conclusion

I feel immensely privileged to be Chairman of this great organisation at such an important point in its history. Barclays has a proud and successful history. Its reputation has, however, been badly damaged by recent events and it is crucial to restore trust in the eyes of stakeholders. I am pleased to say that work is well underway under the leadership of Antony Jenkins to do just that.

I have been impressed since joining Barclays by the quality of its people and of its businesses. I would like particularly to thank our 140,000 employees worldwide who have shown commitment and loyalty to both Barclays and our customers and clients. It is because of them that I am confident in Barclays future.

Sir David Walker

Chairman

Table of Contents

Tough questions, honest answers

What does being the Go-To bank mean and how will it affect me?

Being the Go-To bank means being the instinctive partner of choice for anyone looking to do banking business, whether a small business, first-time house buyer, or a large corporate undertaking a complex merger or acquisition deal. Customers and clients will benefit from being firmly in the centre of everything we do. For further information on becoming the Go-To bank, please see page 8.

Table of Contents

Group Chief Executive's review

Barclays will only be a valuable business if it is a values-driven business. We must operate to the highest standards if our stakeholders are to trust us and bring their business to Barclays.

2012 was unquestionably a difficult year for Barclays and the banking industry. Serious mistakes were made and trust badly damaged. Significant change is needed. But while I am determined that we will not repeat the mistakes of the past, I also recognise that Barclays remains a great business and we need to reshape it to meet the needs of all stakeholders – colleagues, customers, clients, broader society and, of course, our shareholders.

Becoming the Go-To bank

I have defined Barclays goal as becoming the Go-To bank. Quite simply, this means that in future Barclays will be the instinctive partner of choice for anyone looking to do banking business, whether a small business, first-time house buyer or a large corporate undertaking a complex merger or acquisition deal. I want Barclays to be recognised not just for our performance, but for the values we embody in everything we do. If we can achieve this then we will become both the rational and emotional bank of choice for people regardless of the transaction they are looking to make.

This goal is ambitious. The changes we are making are fundamental and the plans we have announced comprehensive. But without them, Barclays will not prosper in what is an ever-changing environment.

Transforming Barclays

Our Transform Programme has three components. Turnaround, Return Acceptable Numbers and Sustain Forward Momentum.

Turnaround was the immediate task of stabilising the business and maintaining momentum after the settlement in relation to LIBOR and EURIBOR in the summer and its subsequent impact on Barclays reputation. I was determined that this would mean listening to all of our stakeholders. We have proactively looked to rebuild relationships with our regulators through frequent, transparent dialogue. We have engaged with politicians, the media, our customers and clients, and I have personally met dozens of investors and analysts. And of course, we have consulted thousands of our colleagues.

Each of these groups had one clear request – for Barclays to become a better bank. This is what we are striving to achieve and I thank everyone who

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engaged with us.

Table of Contents

Your Chief Executive's view

The role of the Group Chief Executive includes implementing the Group's strategy as agreed by the Board. Here Antony provides his view on the events of 2012, and the ambition for Barclays for the future, along with the strategy to get us there.

Of course, at the same time, it was essential that we delivered our financial objectives and I believe that the results for 2012 show that we did not lose momentum during a very difficult year.

Aside from delivering an adjusted profit before tax of over £7bn, up 26% year on year, adjusted total income increased 2% to £29bn and impairments improved by 5% resulting in net income growth of 3% to £25.4bn. Charges of £1.6bn and £850m were incurred for PPI and interest rate hedging products redress respectively. Our capital, liquidity and funding also remained strong with a Core Tier 1 ratio of 10.9% and total capital ratio of 17.1%.

Our four largest businesses all increased returns on the previous year. There were strong performances from UK Retail and Business Banking and Barclaycard which reported returns of 16.0% and 22.1% respectively. The Investment Bank delivered returns of 13.7% and Corporate Banking continued its turnaround with returns of 5.5%, up from 1.7% in 2011.

We have a long way to go to become the 'Go-To' bank and the second element of Transform, Return Acceptable Numbers, outlines our plans to build on these strong foundations to deliver a Group return on equity above the Group's cost of equity during the course of 2015 and beyond.

The economic outlook for the foreseeable future is subdued. This means we have to prioritise our investment and our focus rather than look to grow every business. More than ever, we need to focus on costs. This will be the strategic battleground for the financial services industry in the future and we must do things differently if we are to thrive.

These values are not window dressing, nor are they part of an elaborate PR campaign. They are the foundations of our future and will define the work we will and will not do, and therefore the value we will create. For the past 30 years, banking has been progressively too aggressive, too focused on the short term, too disconnected from the needs of our customers and clients, and wider society and we lost our way. This cannot be allowed to happen again.

Our values will be the bedrock of our future success and the blueprint to define how we work together from now on. Our balanced scorecard (page 13) will create a holistic assessment of our performance for all of our stakeholders. This scorecard will underpin the performance assessment for our 125 most senior leaders this year and for all colleagues by the middle of 2014 and we will be transparent about the progress we are making against this scorecard.

This journey will not be easy. In 2013, overall returns will decrease as we take the action required to reshape our portfolio of businesses. We also see four key risks to achieving our plans – a major macroeconomic downturn, a significant unexpected change in regulation, legacy issues and failure to execute the plan.

We have been deliberately conservative in our planning to mitigate against a major downturn in the global economy, in addition to any significant and unexpected change in regulation. While a number of regulatory reforms have not yet been finalised, we believe that the direction of travel on the principal reforms is clear and our plans anticipate this new landscape as much as possible. Should the final shape of regulation differ from what we expect, Barclays track record demonstrates a clear ability to adapt while still delivering against our commitments.

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Over the last few months, we have undertaken a comprehensive, end-to-end review of our operations, unprecedented in scope and detail. We have closely examined the external environment now and in the future looking at the economic context, the needs of our customers and clients, regulatory and stakeholder expectations, and the competitive landscape.

As you will read in this report, we are reshaping Barclays. We have made tough commercial decisions about those businesses not consistent with our financial targets or reputational criteria. But as a result we will build a universal bank that generates a return on equity sustainably in excess of the cost of equity in the course of 2015, while meeting our responsibilities to all our stakeholders.

The final part of Transform, Sustain Forward Momentum, defines how we will reach 'Go-To' by creating and sustaining a culture that delivers the right outcomes in the right way.

Purpose and Values

The notion that there must always be a choice between profits and a values-driven business is false. Barclays will only be a valuable business if it is a values-driven business. And we will become a valuable and sustainable institution for all our stakeholders by aligning behind a common purpose: Helping people achieve their ambitions in the right way and adhering to our new core values: Respect, Integrity, Service, Excellence and Stewardship.

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With regard to legacy issues, we have a number of on-going areas of litigation and regulatory review and we have robust processes in place to address them. The execution of our plans is absolutely within our control. We know that. And we are aware of the importance of being able to track and assess our progress which is why we have made a series of financial and non-financial commitments with clear timescales. See page 12 for more information.

Ultimately, we recognise that it will be for others to judge whether or not we have succeeded in our objectives. But we have a credible plan, a strong team and my commitment is absolute we will do everything in our power to achieve our objective of becoming the 'Go-To' bank.

Antony Jenkins

Group Chief Executive

Barclays PLC Annual Report 2012 | 09

Table of Contents

What we want to be

Becoming the Go-To bank for our customers and clients will require us to develop deeper relationships more efficiently and in the right way.

Barclays in action

how we live our values today

Creating a values-driven culture

We commissioned Anthony Salz to conduct an independent Group-wide review of the bank's current practices. We intend to implement the findings of this review as we transform the organisation.

Enhancing customer experience

Barclays Pingit was awarded the accolade of 2012 Disruptive Service of the Year by Apple. This positive recognition by the technology world is for an innovation that has the potential to create a new market or business model. The App allows customers to send and receive money anytime, anywhere.

Supporting society

Our Corporate Banking business in the UK developed Cash-back for Business, which is a new initiative as part of the government's Funding for Lending and provides additional funding upfront equal to 2% of the loan.

Table of Contents

Our goal, purpose and values

Our goal and purpose represent a focal point for all colleagues that will guide our efforts and approach.

Barclays values, newly revised in this report, focus our approach to doing business – how we will work and serve – in the right way.

Improving our business controls

In December 2012, we created a new role of Head of Compliance and Government and Regulatory Relations, reporting directly to the CEO. To help build a more cohesive and effective function, all compliance colleagues and activity across Barclays now report to this individual and thus operate independently of any business and regional teams for management purposes.

Creating opportunities for our colleagues

Our new consolidated Africa operating model will provide increased opportunities for colleague mobility through the creation of short term intra-Africa secondments that will help colleagues to build international experience and further their careers through opportunities that may not be available in their home countries.

Helping with disaster relief

Along with 200 Barclays volunteers, the Investment Bank committed \$1.5m to Hurricane Sandy Disaster Relief programme. This initiative is particularly close to the hearts of our US colleagues as much of the devastation occurred in their own or neighbouring communities.

Table of Contents

How we will get there

Our journey to **Go-To** has begun, but transformational change takes time. We will monitor and measure our progress in a balanced and relevant way.

By focusing on what matters

Barclays Strategic Review concluded that we will:

- ; Focus solely on activities that support customers and clients in geographic markets and businesses where Barclays has scale and competitive advantage

- ; Focus investment in the UK, US and Africa, while maintaining an appropriate presence across Europe and Asia to support our global investment banking franchise

- ; Restructure Barclays European retail operations to focus on the mass-affluent customer segment

- ; Reposition Barclays European and Asian Equities and the Investment Banking Division businesses to reflect the market opportunities and maintain a relevant proposition for our clients

- ; Close the Structured Capital Markets business unit

- ; Manage Risk Weighted Assets (RWAs) more efficiently through a run-off of legacy assets in Europe and the Investment Bank and invest in high-return businesses such as UK mortgages, Barclaycard and Wealth and Investment Management

- ; Reduce total costs significantly across the Group by operating more efficiently

And delivering on our commitments

We are making a series of commitments against which progress can be tracked. We will update against these commitments every six months:

Non-financial commitments

- Provide greater disclosure and transparency around our financial performance
- Embed our Purpose and Values across Barclays and publish an annual scorecard assessing our performance

Financial commitments

- Target return on equity for the Group in excess of the Group cost of equity in 2015, which we have assumed will remain at the current 11.5% level
- In 2013, reduce headcount by at least 3,700 across the Group, including 1,800 in the Corporate and Investment Bank and 1,900 in Europe Retail and Business Banking
- Aim to reduce the Group's total cost base by £1.7bn to £16.8bn in 2015, including interim cost estimates of £18.5bn and £17.5bn in 2013 and 2014 respectively
- Target RWAs of £440bn by the end of 2015
- Report a transitional Common Equity Tier 1 ratio in 2015 above its target of 10.5%
- From 2014, accelerate our progressive dividend policy, targeting a payout ratio of 30% over time

Table of Contents

Our path forward

Our balanced scorecard outlines the performance categories and objectives that will guide the behaviours for all our colleagues.

We are currently working on the full set of precise scorecard measures. The objectives below are illustrative of the type of objectives that may be selected.

Our balanced scorecard measuring the success of our strategy

We understand the need to demonstrate tangible progress, not just talk about our good intentions. We are serious about making sure we live by these values, so they will play a significant role in how we measure and reward individual and business performance.

We will continue to pay for performance and we will continue to pay competitively for the best talent. However, in future, variable pay will depend on performance against our values as well as other targets.

A new performance assessment approach, based on a balanced scorecard, will be introduced for senior executives during 2013 and for all colleagues from the middle of 2014. This means all variable remuneration will depend on delivering performance in the way that is consistent with our values.

Adding further weight to doing business in the right way, we will launch a new Code of Conduct for all staff following (and including) recommendations from the Salz Review.

Customers and Clients

Delighting our customers and clients is fundamental to being their Go-To bank. We want to be the provider of choice by ensuring that our customer service is top tier for the markets in which we operate.

Greater level of customer and client satisfaction

- More business from more customers and clients

Colleagues

Colleagues are the cornerstone of Barclays. We strive to create a diverse and inclusive environment, where colleagues can fulfil their potential, and Barclays is seen as the employer of choice. Our colleagues need to be fully engaged in order to serve effectively and to experience fulfilling careers.

Objectives

- Improved colleague engagement and satisfaction
- Diversity across our workforce
- Retention of high-performing colleagues

Citizenship

In striving to make Barclays the Go-To bank, we must consider the impacts of our day-to-day business decisions on our stakeholders and wider society. We will ensure our decisions take account of external stakeholder needs in the short and long term and positively impact the communities in which we operate.

Objectives

- Improve external stakeholder perceptions
- Increase impact of community programmes

Conduct

We must be a values-driven business, becoming once again a trusted pillar and the Go-To bank because of our behaviour. Success will be seen when our regulators view us as a model of constructive engagement. Our products and services will be designed and distributed to meet clients and customers needs consistent with our mutual risk appetite and will be priced appropriately.

Objectives

- Effective control environment
- Fewer customer complaints

Company

As a financial institution, we understand the importance of strong commercial performance. We are resilient as a firm as demonstrated by our 323 years in operation, but we will reinvigorate a focus on building to last, particularly in our financial strength.

Objectives

- Return on equity above the cost of equity

Table of Contents

How we create value

We will become the bank of choice for people regardless of the transaction they are looking to make.

How Barclays does business

Our objective is to create and deliver long term sustainable value for all our stakeholders in the right way.

We fulfil our purpose by delivering the fundamental functions of a bank to our customers and clients for which we receive interest income and/or fees.

Our competitive advantage

Barclays competitive advantage is created by the scale and diversity of our businesses and the quality, character and relationships of our people.

Scale and diversity allow us to build sustainable businesses by delivering operational excellence, investing in innovation, managing our risks and allocating scarce resources, including capital, efficiently across our portfolio of businesses. Our people allow us to cultivate deeper relationships with our customers and clients by bringing the best of Barclays to each.

As we refresh our goal, purpose and values and rebalance our objectives across multiple stakeholders, we believe we can become the bank of choice for people regardless of the transaction they are looking to make.

How Barclays creates value

Barclays operates a universal banking model through which we seek to build strong and stable relationships with our customers and clients by meeting a wide range of their needs across different locations. These multi-dimensional strategies allow Barclays to offer a greater range of products and services and achieve both a smoother income stream and sustainable returns.

Our Retail and Business Banking businesses operate in a regional model, focusing on delivering targeted solutions to individuals and small businesses. Barclaycard, the Investment Bank, Corporate Banking and Wealth and Investment Management leverage their offerings to provide comprehensive solutions across borders.

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Where possible, we have encouraged Group functions to take advantage of synergies through the sharing of ideas and collaboration from cross-functional working groups.

How our businesses create value

Business type	Primary income source	Description
Retail and Business Banking	Interest and fee income	We accept customer deposits in exchange for interest payment. We lend these funds, for an interest charge, to individuals and businesses looking to grow and make meaningful contributions to the economy.
Barclaycard	Interest income and transaction fees	We facilitate and simplify the flow of funds between customers and businesses for a small percentage of the transaction and, in the case of credit cards, we earn interest income on credit balances.
Investment Bank	Trading income and fee income	We provide clients with financial and transaction advice, assistance with capital raising, trade execution and risk management for which we earn trading and fee income.
Corporate Banking	Interest and fee income	We provide clients with banking, cash management and financing services, in exchange for interest and fees, to facilitate growing businesses' ability to conduct business domestically and internationally.
Wealth and Investment Management	Interest and fee income	We help affluent customers grow and protect their wealth through advisory and investment services, for which we earn a fee, and private and international banking, on which we earn interest.

Table of Contents

Tough questions, honest answers

How will you change the businesses in the future, and how does that differ from what the businesses look like today?

The following pages show how Barclays operate at a divisional level and the services each of the businesses provide, along with the priorities for 2013 and beyond. Their divisional performance is included to help give context to overall 2012 performance.

Table of Contents

Business review

UK Retail and Business Banking (UKRBB)

We aim to become the **Go-To** bank in the UK by making our customers' lives much easier.

UKRBB is our UK-based high street retail bank network and brand presence for the Group. UKRBB provides customer referrals for Barclaycard, Wealth and Investment Management and Corporate Banking; and retail banking platforms and infrastructure.

UKRBB has over 15 million personal customers, one million of whom are classified as mass-affluent and serves over 750,000 businesses. Our strategy is to develop and deliver simple and transparent products, run on scalable infrastructure and we invest heavily to try to enhance our customers' experiences.

In October, Barclays agreed to acquire the deposits, mortgages and business assets of ING Direct UK. It is a good fit with our existing business and will be integrated into UKRBB. Completion is expected in March 2013, subject to approval.

Our customers

We have put the customer in control by developing services and propositions that they can personalise to suit their needs. Our new current account proposition, Features Store, allows customers to tailor their banking relationship across a range of free and paid for features, whilst over 400,000 customers have taken advantage of the ability to personalise their debit card.

Barclays Mobile Banking app, Pingit and Text Alerts were launched with the aim of making customers' lives much easier. These services help people to do their everyday banking, track payments and to send and receive money at any time, wherever they are. We also changed to a customer service based incentive scheme for our frontline staff, to ensure that our customers remain at the heart of our business.

Our colleague, conduct and citizenship initiatives

The large majority of our UKRBB colleagues remain involved and positive about their work, with 94% saying they are very committed. We have continued to enhance our colleague offering as we strive to be their employer of choice.

In 2012 we continued to find ways to positively impact the communities in which we operate. Barclays Money Skills helped one million people to manage their money more effectively and Barclays Apprentice Programme was launched to help tackle the problem of youth unemployment in the UK.

For small businesses, we provided support and advice through seminars and workshops across the UK; and we are fully supportive of Government schemes designed to boost lending to UK SMEs. We are proud to have been number one in the market place for both Funding for Lending Scheme (FLS) and National Loan Guarantee Scheme (NLGS)^a.

Note

a Cumulative net stock lending for Q3 2012 as per Bank of England publication in December 2012:
<http://www.bankofengland.co.uk/markets/Pages/FLS/data.aspx>

Contribution to total income

£4,421m

Our 2012 performance

	2012	2011	2010
Income (£m)	4,421	4,656	4,518
Adjusted profit before tax	1,472	1,420	889
Adjusted ROE (%)	16.0	14.9	9.9
Loan loss rate (bps)	21	44	70
Loans and advances to customers (£bn)	128.2	121.2	115.6
Distribution points	1,593	1,625	1,658

In 2012 UKRBB generated £4.4bn of income and an adjusted return on equity of 16%, whilst prudently controlling credit and operational risk.

Income reductions principally due to non-recurrence of gains from the disposal of hedging instruments in 2011 were more than offset by significant reductions in credit impairment charges. Loans and advances to UK customers and clients grew by £7bn, including an estimated £4.4bn under the FLS where we have committed to pass all associated funding cost benefits to customers. A £1.2bn charge for the cost of PPI redress was incurred.

[For more detailed financial information please see pages 197-225](#)

Our priorities for 2013

- ; Provide a differentiated experience to customers by launching new digital assets to make their lives much easier. Continue to drive the adoption of initiatives launched in 2012.
- ; Focus on cost management, building on the work carried out in 2012 to achieve a cost to income ratio in the mid-50 s by 2015.
- ; Complete the acquisition and integration of ING Direct UK.
- ; Continue investing in our colleagues and focussing on embedding Group values to do business in the right way.

Table of Contents

Business review

Europe Retail and Business Banking (Europe RBB)

We focus on meeting the banking and investment needs of mass-affluent and business customers in Spain, Portugal, Italy and France.

Europe RBB offers a full range of banking, investment and insurance products tailored to meet our customers' financial needs. We provide services to over 1.5 million retail customers and businesses in Europe.

Within our customer base, we focus on the mass-affluent segment and offer a differentiated proposition. Our business leverages the expertise of Barclays other Retail and Business Banking franchises to benefit our client base as well as to exploit synergies across our non-retail European businesses.

Our customers

In 2012, we took advantage of the expertise of our other Retail and Business Banking franchises to better serve customers and made good progress against our long term vision of making our customers' lives much easier. For instance, we simplified some of our most manual customer processes and launched mobile banking to allow customers in Spain, Italy and France to access their accounts on the move.

We also introduced a system into our French network that allows staff to quickly determine a customer's investment profile and monitor their portfolios in real time. This system saves time, improves customer service and enhances our oversight over advisory services.

Our colleague, conduct and citizenship initiatives

We maintained and enhanced our strong control environment by improving systems and processes, for instance in Iberia where we introduced a citizenship dimension into our new product approval process to ensure products are not only compliant but also socially responsible given our broader commitments.

We also continued our commitment to local communities, with around 2,000 Europe RBB colleagues contributing to our Make a Difference Day campaign, taking time out to share their knowledge and skills and helping support their local communities in what have been austere times.

Contribution to total income

£915m

Our 2012 performance

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	2012	2011	2010
Income (£m)	915	1,226	1,164
Adjusted loss before tax	(239)	(234)	(168)
Adjusted ROE (%)	(8.0)	(6.0)	(1.0)
Loan loss rate (bps)	80	54	71
Loans and advances			
to customers (£bn)	40.0	43.6	43.4
Distribution points	1,142	1,228	1,363
Cost: income ratio (%)	92	99	89

Within a macroeconomic, sovereign and regulatory environment that continued to be challenging, income fell 25% due to the non-recurrence of gains from disposal of hedging instruments in 2011 and the run-off of loans, driven by active management.

This was offset by strategic action to reposition the business – we reduced operating expenses by 31%, 18% when adjusted for the non-recurrence of 2011 restructuring charges.

To enhance future performance, we also combined our businesses in Spain and Portugal to promote best practices, take advantage of synergies and align strategies. Europe RBB also increased deposit taking and focused asset growth in the mass-affluent segment.

[For more detailed financial information](#)

[please see pages 197-225](#)

Our priorities for 2013

- i Create a smaller but sustainable business by focusing on mass-affluent customers, reducing headcount, downsizing branch operations and refocusing on digital solutions for clients.
- i Introduce dedicated management to optimise the performance and accelerate the run-off of our less attractive legacy portfolios.
- i Reduce Europe RBB's cost base through greater sharing of infrastructure with Barclays other European businesses to better serve customers.
- i Continue to employ technology to streamline processes.

Table of Contents

Business review

Africa

We combine global product knowledge with regional expertise and our extensive and well-established local presence in Africa.

One Africa strategy

Barclays in Africa comprises a local Retail and Business Bank, along with a local presence for Barclays global businesses – Barclaycard, Corporate Banking, Investment Bank and Wealth and Investment Management. Africa provides the Group with emerging market exposure and a promise of growth. Together, we serve over 14.3 million customers and clients across 12 countries.

In 2012, we consolidated our Barclays Africa and Absa banking operations into a single management structure. In 2013, subject to the receipt of regulatory approvals, the majority of Barclays Africa businesses and Absa will be brought under one legal entity to create a leading pan-African financial services business.

Our One Africa strategy focuses on broadening services in leading markets and investing in new geographies.

Our customers and clients

As part of our goal to make customers and clients lives much easier, we continued to drive innovation, for example, by rolling out several new online banking services to customers across Africa.

We deployed our global, regional and local capabilities to the benefit of our corporate clients in landmark deals, such as the partnership of Kenya Airways and Barclays Bank of Kenya with Visa to relaunch an airline co-branded credit card. Other major deals included the inaugural \$0.5bn Zambia Sovereign benchmark issuance, that was 20 times oversubscribed; and project financing of \$1.5bn for ExxonMobil/NNPC to develop 27 oil wells in Nigeria.

Life insurance products have been launched in Botswana, Mozambique, Zambia and Ghana via our bancassurance model, through the Barclays branch network. Two new Islamic banking products have been launched in Kenya by leveraging Group capabilities and synergies.

Our colleague, conduct and citizenship initiatives

As part of our citizenship strategy, we adhere to laws, regulations and codes, ensuring that we make responsible decisions in how we manage the business and sustain ourselves into the future.

We continued to participate in a range of community initiatives such as the Nelson Mandela Day in South Africa and Make a Difference Day campaign across Africa, where 7,211 volunteers were involved. In 2012, 11,705 colleagues volunteered to the benefit of communities across the continent.

Africa Retail and Business Banking (Africa RBB)

Barclays Group reports Africa RBB separately and the following information relates specifically to the Retail and Business Bank. Our global businesses participating in Africa are integrated within each business report.

Contribution to total income

£3,157m

Our 2012 performance

Income (£m)	2012	2011	2010
	3,157	3,571	3,512
Adjusted profit before tax	468	830	649
Adjusted ROE (%)	3.8	9.7	8.7
Loan loss rate (bps)	194	129	125
Loans and advances			
to customers (£bn)	31.7	34.4	43.1
Distribution points	1,451	1,493	1,543

Africa RBB generated income of £3.2bn in 2012, however, profit and returns both decreased. This was primarily due to currency fluctuations and increased impairment charges relating to the South African home loans recovery book and the impact of one large name in the commercial property portfolio. In local currency, loans and advances to customers remained broadly stable, while customer deposits increased by 7%.

[For more detailed financial information](#)

[please see pages 197-225](#)

Our priorities for 2013

- i Drive sustainable growth by completing the Retail and Business Banking transformation; whilst restoring income growth; grow corporate and investment banking in Africa; deepen and expand in core markets in line with One Africa strategy.
- i Build out the platform by embedding the integrated target operating model to support scale, growth and efficiency, drive innovation and digital capabilities.
- i Have the customer and client at the core, by optimising core customer processes and customer and client segmentation; realign businesses to a customer/client centric approach.

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- i Drive people centricity, by aiming to attract, retain, stretch, and develop top talent and reward competitively; promote a conducive environment for engaged, motivated and empowered colleagues.

- j Focus on control and compliance by continuing to embed a risk awareness culture that balances commerciality and control.

Table of Contents

Business review

Barclaycard

We are a leading international payments business that serves both consumers and business clients.

Barclaycard, the eighth largest payment business in the world, provides the Group with exposure to the fast growing global payments industry and is an important source of new relationships to Barclays for both individual and business customers.

Barclaycard serves 29 million retail and business customers across the world, including the United Kingdom, United States, Germany, South Africa through Absa Card and Norway, Sweden and Denmark through the EnterCard joint venture.

Barclaycard is investing in core consumer cards issuing to gain share in all markets, rebalancing towards high-return business payments and continuing to lead in payment innovation to meet evolving customer needs.

Barclaycard received numerous awards in 2012, including the Moneyfacts: Best Card Provider 2012 award in the UK and Forrester Voice of the Customer award in the US.

Our customers

Barclaycard has a heritage of innovation, starting from the launch of the first credit card in the UK in 1966. Since 2011, Barclaycard has launched several new products to meet evolving customer needs, including Freedom and Cashback consumer cards in the UK, Google Adwords for UK SMEs, Barclaycard Plus for online consumer spending in Germany and the world's first social media credit card, Barclaycard Ring in the US.

Digital payments are a major part of our innovation and in 2012 we enabled over 750,000 mobile phones to make payments (using PayTag) across three countries and helped increase contactless transactions by over 250% year on year in the UK.

Our colleague, conduct and citizenship initiatives

Barclaycard continues to review policies and practices to identify and address those that are not simple, transparent and market-leading.

In 2012, we provided £2.8bn of net new lending, retained first place in Brand Consideration amongst UK consumer cards and supported over 35% of our colleagues to engage in fundraising and 65% of colleagues to participate in volunteering.

Contribution to total income

£4,170m

Our 2012 performance

Income (£m)	2012	2011	2010
Adjusted profit before tax	4,170	4,095	4,024
Adjusted ROE (%)	1,506	1,208	791
Loan loss rate (bps)	22.1	17.4	12.5
Loans and advances	282	391	570
to customers (£bn)	32.9	30.1	26.6
Customers (m)	28.8	22.6	21.7

Despite adverse economic conditions, Barclaycard maintained its track record of delivering strong financial performance with income up 2%, a 22% reduction in credit impairment charges and adjusted return on equity rising to 22%. A £420m charge for the cost of PPI redress was incurred.

Barclaycard continues to grow the UK and international businesses, with strong organic growth and acquisitions, including Edcon, in 2012. This resulted in a 27% increase in customers and a 10% increase in payments processed to £240bn.

[For more detailed financial information](#)

[please see pages 197-225](#)

Our priorities for 2013

- ¡ Deliver leading and innovative products to our retail customers and business clients that help them achieve their ambitions in the right way.
- ¡ Expand payment acceptance and commercial payments in Europe and consolidate to a single card platform for continental Europe.
- ¡ Attract, develop and retain colleagues of the highest calibre and integrity.
- ¡ Continue to have a positive impact in local communities by creating sustainable relationships and using the skills of the business and colleagues to support our local communities.

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i Focus on the way we do business to ensure that our products and services are industry leading in transparency.

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Barclays PLC Annual Report 2012 I 19

Table of Contents

Business review

Investment Bank

We provide advice, financing and risk management solutions to companies, governments and institutions around the world.

Barclays integrated universal banking model, with a presence in 50 countries, allows us to meet the needs of our clients by connecting capabilities from across the Group. The Investment Bank aims to be the Go-To bank for corporate and institutional clients, providing them with the products and services they need to invest, grow and manage risk.

Through our client-focused flow business we provide diversity of income and risk to the Group and are able to deliver market execution services for retail, wealth and corporate customers.

Our business model

Investment Banking Division

Our Investment Banking Division provides a full suite of banking services to corporations, governments and institutions worldwide.

Services include arranging and underwriting debt and equity issuance, providing advice on mergers and acquisitions, corporate finance and restructurings, making active markets for securities across global debt and equity exchanges and delivering strategic risk management solutions.

Markets

Our Markets team provides execution and risk management across the full range of asset classes including equity and fixed income, currency and commodity (FICC) products.

We facilitate client transactions on stock, options and futures exchanges globally and provide prime brokerage services, including clearing, financing and securities lending, to institutional clients. We are active market-makers for securities across every asset class, helping to provide liquidity to the world's financial markets.

We also provide access to derivative products allowing organisations to hedge exposure to movements in interest rates, currencies and commodity prices.

A combined Markets team was established October 2012, integrating our FICC, Equities and Distribution divisions. This new structure will enable us to deliver more joined up solutions for our clients, and deliver greater synergies across product groups and trading and distribution teams.

Research

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Our global, multi asset Research team delivers actionable ideas and innovative products to our clients, partnering with them to help ensure they make informed investment decisions. Our expertise in debt, equity and economic research provides our clients with impartial, insightful advice on global and regional companies, markets and topics.

Contribution to total income

£11,722m

Our clients

Our clients include multi-national corporates, sovereign governments and supranational bodies and financial institutions, including banks, pension funds and insurance firms.

We help corporate clients to achieve growth and job creation in the real economy, governments to deliver their stability and growth plans, and institutions to meet the long term investment needs of their clients.

In 2012, we were once again recognised for the strength of our client focus and were awarded Best US Investment Bank and Best UK Investment Bank by Euromoney.

Our colleague, conduct and citizenship initiatives

In response to the events of the summer and the wider change in the industry we undertook a detailed review of our business practices across three broad areas: business line, business conduct and reward practices.

The resulting recommendations included changes to our business model in certain areas and enhancements to our controls and broader working practices. These will be implemented through the Transform Programme and will help ensure the Investment Bank is able to continue to meet the needs of all its stakeholders.

Training the next generation of leaders

The Investment Bank has continued to develop and improve its annual internship programme which runs for 10 weeks every summer, and sees over 900 students join the bank globally, embedded in teams across the organisation.

In 2012, we were recognised for the strength of this programme by being voted the number one place to do an internship in the UK by ratemyplacement.co.uk, based on thousands of student-written reviews submitted to the website.

Encouraging youth entrepreneurship

The Investment Bank has an ongoing partnership with Youth Business International (YBI), an organisation which helps young people start their own business, create jobs and develop communities in more than 35 countries around the world.

In 2012, we provided support, including training and on-going mentoring to help YBI support over 7,500 entrepreneurs, creating an estimated 25,000 jobs globally.

Table of Contents

Our 2012 performance

	2012	2011	2010
Income (£m)	11,722	10,335	13,209
Adjusted profit before tax (£m)	4,063	2,965	4,389
Adjusted ROE (%)	13.7	10.4	13.5
Cost: net income ratio (%)	64	71	65
Compensation: income ratio (%)	39	47	43

In spite of a backdrop of challenging economic and market conditions, we have continued to maintain or gain share across all of our core businesses. Profit before tax increased 37% to £4bn driven by strong income growth and reduced operating expenses, resulting in an adjusted ROE of 14%.

Total income increased 13% with strong performance within FICC and Equities and Prime Services. This increase, combined with a reduction in operating costs, while at the same time absorbing the £193m settlement in relation to LIBOR and EURIBOR, reduced the cost to net income ratio to 64%; within the targeted range of 60% to 65%.

We remain committed to evolving our business in line with changing regulation and the developing needs of all our stakeholders.

[For more detailed financial information](#)

[please see pages 197-225](#)

Our priorities for 2013

- ; Continuing to provide leading execution and advisory services.
- ; Creating innovative products and technologies to meet the evolving needs of our clients.
- ; Adapting our business to meet new regulatory requirements.
- ; Gaining or maintaining share in all core businesses.
- ; Delivering sustainable reductions to our cost and capital base through efficiency improvements and RWA management.
- ; Developing a best in class control environment.

- i Providing a meritocratic environment in which our best employees are able to thrive.

- i Making a positive difference to the communities with which we interact, through supporting business growth and providing assistance through volunteering and fundraising initiatives.

Our strategy in action: Case Study

When GDF SUEZ, one of the world's largest listed utility companies, proposed in March 2012 to make an offer for the remaining 30% stake in International Power, the UK listed international electricity generating company in which GDF SUEZ already owned a 70% shareholding, Barclays was corporate broker to International Power and acted as joint financial adviser to International Power on the transaction.

The transaction followed on from a combination of International Power and certain of GDF SUEZ's assets which closed in February 2011 and resulted in GDF SUEZ owning 70% of the issued share capital of International Power. The 2012 transaction valued the entire share capital of International Power at c£23bn, delivered a c20% premium to International Power shareholders, in addition to the premium reflected in the 2011 transaction.

The transaction represented a major strategic step in GDF SUEZ's development enabling it to take full control of a unique platform for development in fast growing countries. The transaction will also enable GDF SUEZ to receive the full benefit of the synergies generated from the initial combination.

Table of Contents

Business review

Corporate Banking

We work closely with clients to achieve their potential through cash management, loans, trade finance and risk management services.

Corporate Banking is an integral part of Barclays universal banking offering. We help over 40,000 corporations achieve their ambitions. This includes multinational corporates and financial institutions globally, and domestic corporations in the UK and South Africa. Corporate Banking has stable revenues and is self-funded.

Our clients

We work closely with clients to fully understand their business and build long term, broad-based relationships. As a result, in the UK no other bank achieved a higher rating for overall client satisfaction^a.

We continue to strive for ever better client servicing, and in 2012 a Global Corporates team was established jointly between Corporate Banking and the Investment Bank. The objective is to strengthen existing client relationships and provide more corporate banking solutions to the treasuries of our largest multinational clients.

In 2012 we launched the new Cash Management offering, Pingit for Corporates, providing clients with more efficient and convenient ways to manage payments. We also continued to invest in our client servicing model.

We continue to focus on products that are important to our clients, and therefore invest in our Cash Management and Trade Finance capabilities. Key initiatives are underway, and in 2012, we launched our cash management platform Barclays.net, and invested in Trade Finance hubs in key locations. We are also in the process of enhancing an integrated Corporate Banking offering with Absa across Africa.

Our citizenship initiatives

We are actively engaged with government initiatives to support the UK economy. Corporate Banking clients benefited from Barclays being the first among UK banks to fully utilise our NLGS allocation, lending a total of £1.5bn through our innovative Cashback Finance Scheme offering. This continues with Cashback for Business loans through the Funding for Lending Scheme. We are also an important partner for local governments and other government institutions for loans and other financial services.

Note

^a Source: Charterhouse Research based on 2,076 interviews with companies turning over between £5m and £1bn carried out in Q4 2012.

Contribution to total income

£2,918m

Our 2012 performance

Income (£m)	2012	2011	2010
Adjusted profit/(loss)	2,918	3,108	3,162
before tax	551	204	(314)
Adjusted ROE (%)	5.5	1.7	(3.7)
Loan loss rate (bps)	128	156	219
Loans and advances			
to customers (£bn)	80.5	84.1	82.5
Customer deposits (£bn)	97.1	85.2	79.0

Performance is continuing in its positive trend, with a reduction in both costs and impairments, and substantial improvement to return on equity. A £850m charge was incurred for interest rate hedging product redress. We are self-funded, and customer deposits are up 14%.

Underlying income is resilient despite increased funding charges and the challenging economic environment. Non-core activities are being actively restructured and non-core assets reduced as we refocus our business.

[For more detailed financial information](#)

[please see pages 197-225](#)

Our priorities for 2013

- ; Become the Go-To bank for multinational corporations and financial institutions globally, and domestic corporations in the UK and South Africa, by supporting their financing and servicing needs.
- ; Maintain market-leading rating of client satisfaction in the UK.
- ; Continue to enhance our product capabilities in Cash Management and Trade Finance.
- ; Continue to improve profitability, supported by increased cross-selling with the Investment Bank, Barclaycard and Wealth and Investment Management.
- ; Reinforce client confidence and focus on good conduct across the business by improving controls and standards.

Table of Contents

Business review

Wealth and Investment Management

We provide holistic wealth management services to affluent and high-net-worth clients globally.

Contribution to total income

£1,815m

Wealth and Investment Management (W&IM) provides a full range of wealth management services to affluent and high-net-worth clients globally, including banking, credit, investments and advisory services.

We will be the Go-To wealth manager for clients by helping them to better understand, organise and invest their wealth.

We believe the best way to support clients is to have deep knowledge of their full financial position. Amongst other techniques, we use the principles of behavioural finance to tailor investment and structuring solutions for each client through use of our proprietary Financial Personality Assessment tool.

In addition to providing comprehensive wealth management services to affluent and high-net-worth clients, we bring the best of all areas of Barclays to these clients, be it retail, business, corporate or investment banking.

2012 marked the third year of W&IM's five year strategic investment programme, known as Project Gamma, to transform our business through improvements to client experience and productivity. It continues to progress well, with 2012 seeing continued improvement in both these areas.

Our clients

In 2012 we launched a new digital client portal, which allows clients to self-serve more effectively, when and how they prefer. In addition, we initiated more detailed client reporting, voice biometrics for identification purposes, an upgraded portfolio management and construction tool, a more streamlined onboarding of new clients and quicker and simpler credit applications.

Our colleague, conduct and citizenship initiatives

We continue to focus on training and development, and in 2012 a Wealth Management Curriculum was launched for all colleagues. We believe our graduate programme in particular is one of the most comprehensive in the industry, including both in-house training and participation in the Chartered Financial Analyst programme.

We are committed to operating at the highest standards of conduct, fundamentally believing that the trust our clients place in us is the most critical element of our franchise.

In addition to extensive colleague involvement in local communities, we maintain a philanthropy centre of excellence that provides education for clients to help them achieve their own citizenship ambitions.

Our 2012 performance

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	2012	2011	2010
Income (£m)	1,815	1,744	1,560
Adjusted profit before tax	315	207	163
Adjusted ROE (%)	13.9	10.9	8.8
Loans and advances to customers (£bn)	21.2	18.8	16.1
Customer deposits (£bn)	53.8	46.5	44.8
Client assets (£bn)	186.0	164.2	163.9

During 2012, financial performance was robust despite economic headwinds and growth rates were favourable in comparison to the peer average on key metrics such as income and profit before tax.

Adjusted return on equity increased to 14%; driven by a 13% increase in client assets to £186bn, an increase in client deposits of 16%, income growth of 4%, and operating cost control as Project Gamma investments and improvements continue to earn returns.

[For more detailed financial information](#)

[please see pages 197-225](#)

Our priorities for 2013

- i Further enhance the client experience through continued technological improvements and an ever-deeper and more rigorous understanding of clients entire financial position.
- i Continue to strengthen the control and governance framework and processes through Project Gamma and other key investments.
- i Drive professional development of all our 7,900 W&IM colleagues in line with the Barclays Purpose and Values.
- i Increase the productive time that relationship managers can spend with clients.
- i Help colleagues to be even more impactful in their communities, and continue to provide philanthropy services to clients to allow them to meet their own citizenship goals.
- i As part of Project Gamma, continue to grow income, in particular stable annuity income, combined with tight cost control.

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Barclays PLC Annual Report 2012 I 23

Table of Contents

Group Finance Director's review

Continuing prudent management means that our capital, liquidity and funding remain strong.

We have delivered adjusted profit before tax of £7bn in 2012. Our capital, liquidity and funding remain strong, with our Core Tier 1 ratio at 10.9%.

Chris Lucas

Group Finance Director

In 2012 we made good progress across most of our businesses, with adjusted profits increasing significantly, reflecting higher income and improvements in credit impairment and cost reductions.

Income statement

Adjusted profit before tax increased 26% to £7,048m. Statutory profit decreased to £246m (2011: £5,879m). Adjusted results provide a more consistent basis for comparing business performance between periods and principally excludes own credit charge of £4,579m (2011: gain of £2,708m), gain on disposal of BlackRock, Inc. investment of £227m (2011: impairment/loss of £1,858m), £1,600m (2011: £1,000m) provision for PPI redress, and £850m (2011: £nil) provision for interest rate hedging products redress.

Adjusted income was up 2% at £29,043m despite challenging economic conditions, the continuing low interest rate environment and non-recurrence of £1,061m gains from the disposal of hedging instruments in 2011. Within this, adjusted income in the Investment Bank grew 13% to £11,722m reflecting improved trading conditions. The net interest margin in Retail and Business Banking, Corporate Banking and Wealth and Investment Management fell 18bps to 1.85%, 14bps of which resulted from reduced contribution from Group hedging activities. This shows the relative stability of our customer margins.

Credit impairment charges were down 5% at £3,596m, principally reflecting improvements in Barclaycard, Corporate Banking and UKRBB. This was partially offset by higher charges in the Investment Bank, Africa RBB and Europe RBB.

Adjusted operating expenses were down 3% to £18,539m, with non-performance costs decreasing 3% to £16,114m after absorbing regulatory penalties of £290m (2011: £nil) relating to the industry-wide investigation into the setting of interbank offered rates and a £345m (2011: £325m) UK bank levy charge. Performance costs reduced 4% to £2,425m despite an increase in the charge for bonuses deferred from prior years to £1,223m (2011: £995m).

The adjusted cost: income ratio decreased to 64% (2011: 67%).

The tax charge on adjusted profits increased to £2,025m (2011: £1,325m), giving an adjusted effective tax rate of 28.7% (2011: 23.7%). The tax charge on statutory profits decreased to £482m (2011: £1,928m) after including a tax credit of £1,543m (2011: charge of £603m) on the charge for own credit, provisions for PPI and interest rate hedging product redress and other adjusting items, which mainly received relief at the UK rate of 24.5% (2011: 26.5%), resulting in a significant increase in the statutory effective tax rate.

Balance sheet

Total loans and advances declined to £466bn (2011: £479bn) with increases in UK mortgage lending and Barclaycard offset by reductions in lending in the Investment Bank, Europe RBB and Corporate Banking.

Table of Contents

Your Finance Director's Review

The Group Finance Director is responsible for monitoring the Bank's financial performance and position and communicating this to both internal and external stakeholders. Below he discusses the Bank's performance during 2012 and its year end position as at 31 December 2012.

Total assets reduced 5% to £1,490bn, principally reflecting lower derivative assets as spreads tightened within the credit derivative portfolio. This was partially offset by increased reverse repurchase agreements and other similar secured lending due to higher matched book trading.

Total shareholders' equity (including non-controlling interests) reduced £2.2bn to £63.0bn, driven by the loss for the year, dividends paid and currency translation differences due to depreciation of US Dollar and South African Rand against Sterling.

Capital Management

Core Tier 1 ratio was 10.9% (2011: 11.0%), reflecting a 2% reduction in Core Tier 1 capital to £42.1bn partially offset by a 1% reduction in risk weighted assets to £387bn.

Risk weighted assets reduced 1% to £387bn principally due to reductions in risk exposures, including the sell-down of legacy assets, and the impact of foreign exchange movements, largely offset by an increased operational risk charge and methodology and model changes.

We have estimated our proforma CRD IV Common Equity Tier 1 (CET1) ratio on both a transitional and fully loaded basis, reflecting our current interpretation of the rules and assuming they were applied as at 1 January 2013. As at that date Barclays proforma transitional CET1 ratio would be approximately 10.6% and the fully loaded CET1 ratio would be approximately 8.2%.

Funding and Liquidity

The Group maintained a strong liquidity position throughout 2012. The liquidity pool was £150bn (2011: £152bn) remaining well within our liquidity risk appetite.

The loan to deposit ratio for the Group was 110% (2011: 118%) and for Retail and Business Banking, Corporate Banking and Wealth and Investment Management was 102% (2011: 111%).

Total wholesale funding outstanding (excluding repurchase agreements) was £240bn (2011: £265bn), of which £101bn matures in less than one year (2011: £130bn).

The wholesale funding requirement supporting retail and wholesale businesses reduced with the continued increase in customer deposits and further reduction of legacy assets. £6bn was raised through Barclays participation in the Bank of England's FLS supporting lending into the real economy to individuals, households and private non-financial companies.

Conclusion

To summarise, we're reporting good results for 2012. Adjusted profits grew 26% to £7.0bn, income was up 2%, impairment improved 5%, and we reduced costs by 3%. Our capital, liquidity and funding remain strong with a Core Tier 1 ratio of 10.9%. All of which allowed us to pay a total declared dividend for 2012 of 6.5p per share.

Chris Lucas

Group Finance Director

Distribution of earnings

We believe that the best way to support our stakeholders is by operating a strong, profitable and growing business, which creates jobs and contributes to the economic success of the communities in which we live and work. The charts below detail how the earnings generated by our businesses are distributed to a number of key stakeholders.

Notes

- a Calculated as dividend per share divided by adjusted Earnings Per Share (EPS).
- b Taxes borne are the Company's own tax contribution, representing taxes paid by the Company in the year.
- c Taxes collected are those collected from employees and customers on behalf of governments.

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Barclays PLC Annual Report 2012 | 25

Table of Contents

Risk

Getting risk management right is essential for a universal bank and to achieve this our exposures must be

well understood and managed.

The credit and market risk portfolios have continued to perform well during the recent difficult market conditions.

Robert Le Blanc

Chief Risk Officer

Barclays Risk objectives are aligned with the Group's purpose to help people achieve their ambitions in the right way and is underpinned by the Group's five core values: Respect; Integrity; Service; Excellence; and Stewardship.

Barclays has clear risk management objectives and an established strategy to deliver them through core risk management processes. Of course, risks develop and evolve over time and their impact on the Group will vary in response to internal and external events.

Independent risk teams are in place within each of our businesses to support close working relationships with the business teams taking on the risk. These risk teams ultimately report to a Chief Risk Officer within each business who in turn reports to the Group Chief Risk Officer and the business Chief Executive.

A separate Group risk team, including individually identified Principal Risk Owners for each Principal Risk adds a further layer of independence and looks across the Group to ensure that, for each Principal Risk, an overall risk appetite has been clearly defined and required standards and policies for risk management are being consistently delivered. During 2012, there were four Principal Risks (see the table below).

Risk type

Credit

The suffering of financial loss should any of our customers not fulfil their contractual obligations to the Group.

risk

Market

The reduction to earnings or capital due to volatility of trading book positions or an inability to hedge the banking book balance sheet.

risk

Funding

The failure to maintain capital ratios to support business activity and meet regulatory requirements and the failure to meet liquidity obligations leading to an inability to support normal business activity and to meet liquidity regulatory requirements.

risk

Operational

Losses or costs resulting from human factors, inadequate or failed internal processes and systems or external events.

risk

Table of Contents

How we measure and mitigate risk

Barclays constantly reviews its exposures in a number of areas according to, for example, geography, maturity and industry. We use portfolio reviews and a series of methodologies, control processes and limits to maintain concentrations at appropriate levels.

In order to strengthen the governance relating to conduct and reputation matters we created a Board Conduct, Reputation and Operational Risk Committee in 2013. As a consequence the Board Risk Committee will have oversight of credit, market and funding risk matters and will be renamed the Board Financial Risk Committee.

Conduct risk is the risk that detriment is caused to the Bank, to our customers, clients or counterparties because of the inappropriate execution of our business activities. During 2013 we have specifically recategorised conduct risk as a Principal Risk which will have Executive Committee sponsorship from the Head of Compliance and Government and Regulatory Relations. A new management committee will be established to focus specifically on conduct risk.

In 2013 we will build out and embed a new framework for the management of this risk and have delivered a Group-wide programme to ensure that this is delivered.

[For more detailed information on conduct risk please see page 189](#)

Reputation risk is the risk of damage to Barclays brand arising from any association, action, or inaction which is perceived by stakeholders to be inappropriate or unethical. This risk has been recategorised as a Principal Risk in 2013.

Managing reputation risk on a day-to-day basis is the direct responsibility of individuals involved in making commercial decisions in their respective businesses or functions. Management of reputation risk cannot be isolated and allocated to a single person. While the Group's Chairman and Chief Executive have ultimate responsibility for ensuring reputation risk is managed to a high standard across the business, success relies on each and every business and function fulfilling its obligations.

The Reputation Risk Control Framework provides a clear articulation of the expectations of how businesses should identify and manage reputation risk consistently, recognising that Barclays has one global brand.

[For more detailed information on reputation risk please see page 188](#)

Performance in 2012

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While the economic environment in Barclays main markets was marked by generally weak or negative growth in 2012, Barclays loan impairment charges reduced 6% and the loan loss rate remained broadly stable at 75bps (2011: 77bps).

The retail loan impairment charge reduced 16% mainly reflecting improvements in unsecured products in UKRBB and Barclaycard, where lower impairment resulted from improved delinquency, lower charge-offs and better recovery rates. However deterioration was seen in our Europe and South African businesses reflecting the weak credit environment and concerns about the housing sectors.

The wholesale loan impairment charge increased 13% principally due to higher charges in some legacy positions and losses on a small number of single name exposures in Investment Bank.

[We have improved our risk reporting disclosure to make it transparent and easily navigable. Please see page 106 for our Risk review contents](#)

The daily value at risk fell sharply in early 2012 as market activity improved from the fourth quarter of 2011. For the remainder of the year DVaR remained relatively stable but at lower levels than seen in recent years.

The operational risk profile in 2012 was dominated by the conduct risk penalties relating to the industry-wide investigation into the setting of interbank offered rates, provisions for PPI and interest rate product redress.

Table of Contents

Corporate Governance

The UK Corporate Governance Code makes clear that corporate governance is about what the board of a company does and how it sets the company's values. This is something that has been brought into sharp focus for Barclays during 2012.

Corporate Governance Framework

Board Enterprise Wide Risk Committee

A Board Enterprise Wide Risk Committee was established at the end of January 2013.

Notes

a Known as the Board Financial Risk Committee with effect from 31 January 2013.

b Known as the Board Conduct, Reputation and Operational Risk Committee with effect from 31 January 2013.

Barclays has a well-defined and well-structured corporate governance framework in place to support the Board's aim of achieving long term and sustainable shareholder value. But however robust the framework, it is imperative that it is supported by the right culture, values and behaviours, both at the top and throughout the entire organisation.

In 2012, Barclays faced much criticism of the values and behaviours it has demonstrated. We are unanimous as a Board that we must accept this criticism and seek ways in which we can do better in the future. I regard the independent review of Barclays business practices, led by Anthony Salz, which we announced in July 2012, and the work instigated by Antony Jenkins on culture and values as part of the Transform Programme, as providing a solid foundation on which we can build and move forward to become best in class.

As Chairman, I am responsible for the effective performance of the Board and, in that regard, one of my areas of focus since joining the Board has been to ensure that we have a strong and well-functioning Board, comprised of individuals not only with the right abilities in terms of technical or business experience, but with the personal qualities required to be effective stewards of the business and the dedication and commitment to the Company, particularly in times of stress. Tim Breedon and Diane de Saint Victor have joined the Board as non-executive Directors since I joined the Board and I anticipate that we will make further appointments during the course of 2013.

We are determined as a Board and as a company to make progress during 2013 and to do everything in our power to regain the trust of our stakeholders: our commitment to implementing the recommendations of the Salz Review is affirmation of our determination.

Sir David Walker

Chairman

5 March 2013

Table of Contents

Good governance is vital in supporting the delivery of our strategic priorities

More information on the role of the Board and its Committees can be found in Corporate Governance in Barclays which is available online at Barclays.com

Board Corporate Governance and Nominations Committee allocation of time

		2012	2011
1	Corporate governance matters	21	19
2	Board and committee composition	32	31
3	Succession planning and talent	29	30
4	Board effectiveness	14	16
5	Other	4	4

The Board Corporate Governance and Nominations Committee is responsible for reviewing the composition of the Board and Board Committees to ensure they are properly constituted and balanced in terms of skills, experience and diversity. It is also responsible for ensuring the right people are in place to deliver the Company's strategy. The Committee does this by reviewing succession plans and talent management below Board level.

Board Audit Committee allocation of time

		2012	2011
1	Control issues	13	4
2	Financial results	31	42
3	Internal audit matters	14	6
4	External audit matters	6	6
5	Business control environment	14	23
6	Other (including governance and compliance)	22	19

The work of the Committee in 2012 addressed three main themes. First, accounting judgements, particularly in respect of provisions to be made for product mis-selling. Secondly, the impact on the systems and controls in place at each of Barclays businesses arising from increasing regulatory demands and rising consumer expectations. And thirdly, the remediation programmes in place to enhance Barclays internal control and regulatory compliance systems and procedures.

[For more detailed information please see pages 50-51](#)

[For more detailed information please see pages 52-55](#)

Board Risk Committee allocation of time

%

		2012	2011
1	Risk profile/Risk appetite (including capital and liquidity management)	61	45
2	Key risk issues	18	38
3	Internal control/Risk policies	6	6
4	Regulatory frameworks	5	4
5	Other (including remuneration and governance issues)	10	7

2012 was another challenging year for the Committee. Global economic conditions, particularly in the Eurozone, drove much of its agenda. The Committee also sought to take a more holistic view of risk management, partly in response to regulatory pressure, so that Barclays has an enterprise wide view of risk management that goes beyond the management of financial risks, such as credit risk, market risk and funding risk.

Board Remuneration Committee allocation of time

%

		2012	2011
1	Incentive awards	45	43
2	Compensation frameworks and policy	37	39
3	Financial performance, risk and regulation	18	18

The Board Remuneration Committee oversees all Barclays remuneration matters including incentive pool funding decisions, together with oversight and approval of remuneration for executive Directors, members of the Group and business unit Executive Committees, FSA Remuneration Code Staff and all employees with total remuneration of £1m or more. It also approves major changes in Barclays pension, benefits and long term plans.

[For more detailed information please see pages 56-58](#)
[For more detailed information on please see pages 72-103](#)

Board Citizenship Committee allocation of time		%
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1	Citizenship strategy	2012
2	Reputation issues (including reputation risks)	39
3	Regional citizenship activities	11
4	Policy and business issues (including conduct issues)	18
5	Other	29
		3

As a corporate citizen, Barclays must demonstrate its value to wider society. During 2012, the Board Citizenship Committee was responsible for the oversight of Barclays conduct with regard to its corporate and societal obligations. The Committee was also responsible for ensuring the fulfilment of the Board's objective to protect and enhance the brand and reputation of Barclays and ensuring that Barclays is treating customers fairly. In addition, it was responsible for reviewing and monitoring the effectiveness of Barclays citizenship strategy.

[For more detailed information please see pages 59](#)

Enhancing Board governance of risk

To enhance Board governance of risk, a new Board committee structure was put in place at the end of January 2013.

- The Board Risk Committee is now known as the Board Financial Risk Committee, and its focus will be on credit, market and funding risk.
- The Board Citizenship Committee is now known as the Board Conduct, Reputation and Operational Risk Committee. It will have oversight of conduct risk, reputation risk and operational risk and will retain its responsibilities for oversight of Barclays citizenship strategy.
- A Board Enterprise Wide Risk Committee, comprising Sir David Walker, David Booth, Sir Michael Rake and Sir John Sunderland, has been created. It will take an enterprise wide view of risk and controls, including reviewing and agreeing overall risk appetite and monitoring performance.

This new governance structure aims to ensure that the Board and Board Committees are able to devote more time to conduct, reputation and operational risk, while at the same time bringing together in one place at Board level the entire risk profile of Barclays.

Table of Contents

Citizenship

In striving to make Barclays the **Go-To** bank we must consider the impacts of all our day-to-day business decisions on our stakeholders and wider society.

Citizenship means understanding the needs of our stakeholders and making decisions in the short and long term that will positively impact the communities in which we operate.

Antony Jenkins

Group Chief Executive

Our goal is to make Barclays the Go-To bank for all of our stakeholders. This means understanding their needs and making decisions in the short and long term that will positively impact our clients and customers, as well as the communities in which we operate. To be successful we must establish the right culture and leadership, engage with our stakeholders and deliver on our commitments.

2015 Citizenship Plan

Our 2015 Citizenship Plan was launched in May 2012 with specific commitments in three areas: the way we do business, contributing to growth and supporting our communities. The Plan will evolve in line with our stakeholders' priorities.

We are acutely aware that events following its launch have increased scepticism about our commitment. We are engaging directly with our stakeholders and will incorporate their feedback into an updated version of the Plan.

We are also aligning and integrating the Plan with the work underway within our Transform Programme, especially the embedding of our new purpose and values. Citizenship will be an explicit dimension within the balanced scorecard that we will put in place this year. Delivery against our commitments in our Citizenship Plan will, therefore, underpin the performance assessment for our most senior leaders in 2013 and for all colleagues in 2014.

[For more detailed information on the balanced scorecard please see page 13](#)

Enhanced governance

The Board Citizenship Committee was responsible during 2012 for the oversight of Barclays conduct with regard to its corporate and societal obligations and its reputation as a responsible corporate citizen. With effect from 31 January 2013, the Committee's remit was broadened to include conduct, reputation and operational risk, and it was renamed the Board Conduct, Reputation and Operational Risk Committee. It will retain responsibility for oversight of Barclays Citizenship strategy.

In 2012, we amended our internal management practices to ensure the consistent implementation and execution of our Citizenship Plan throughout the bank, particularly integration in each business division in a consistent and aligned manner.

We also enhanced our management of reputation risks by establishing a Reputation Council. This committee oversees a new reputation risk control framework on behalf of the Group Executive Committee.

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[For more detailed information about Board governance on Citizenship see page 59](#)

Table of Contents

Turning aspiration into action

Delivering our Citizenship commitments is not any one individual's responsibility – it's the responsibility of everyone at Barclays. We're well on our way, but we need to think bigger, act quicker and align what we're doing even better to our stakeholders' expectations. By staying the course, we can be certain that we will contribute positively to society, earn back over time the trust of our stakeholders and achieve our goal of making Barclays the Go-To bank for customers, clients and society.

Performance in 2012

While recognising that we have a long way to go to deliver on our Citizenship ambitions, we are pleased with the progress that we have made in 2012, particularly given the range of distractions that could have diverted our colleagues' attention from their delivery responsibilities.

Contributing to growth

We provided £44bn in gross new lending to UK households and businesses, including an estimated £5.7bn of net new lending under the FLS in 2012.

Barclays was the leading provider of loans to UK households and businesses under the NLGS and the FLS (through Q3 2012) with strong growth continuing, particularly to individuals and households, through Q4. In the UK, we supported 112,000 business start-ups across the year, the highest number since we started keeping records in 1988.

Our Investment Bank raised over £830bn in financing for businesses and governments globally, ranking it the fourth largest provider of financing globally.

We also continued to play an active role in addressing societal challenges around employability in 2012. For instance, our Apprenticeship Programme, which seeks to contribute to addressing the problem of youth unemployment in the UK, welcomed its 500th apprentice in January. We are committed to recruiting a total of 1,000 apprentices by the middle of 2013.

Supporting our communities

Over 68,000 Barclays employees around the world gave their time, skills and money to charitable causes, and we invested a total of £64.5m in community programmes globally in 2012, focused on building the enterprise, financial and life skills of the next generation. Employees invested 458,000 hours volunteering and raised £30m for charities through our fundraising and giving initiatives. We estimate that 1.2 million young people benefitted from the range of our community investment programmes.

Measuring our performance

	2012	2011	2010
Gross new lending to UK households and businesses (£bn)	44.0	45.0	43.5
Number of start-up businesses supported in the UK	112,000	102,000	103,000
Financing raised for businesses and governments globally (£bn)	830	673	786
Global investment in our communities (£m)	64.5	63.5	55.3

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Colleagues involved in volunteering, giving and fundraising initiatives	68,000	70,000	59,000
Percentage of colleagues involved in volunteering, giving and fundraising initiatives (%)	48	47	39

[For more detailed information on these performance indicators please see page 198-201](#)

Our priorities for 2013

- ; Embed our purpose and values across Barclays.
- ; Launch a refreshed Citizenship Plan.
- ; Increase the positive impact our products and services have on enterprise development, employability and on the financial health of our customers and communities.
- ; Strive to be market leading on disclosure and transparency.
- ; Continue to build the skills of the next generation, enabling disadvantaged young people to fulfil their potential.

Citizenship reporting

We have included here a summary of our progress in 2012. A comprehensive account will be published in late April in our annual Citizenship Report.

That report monitors progress across a wider range of issues and contains extensive information about our strategy, impacts and performance. It is independently assured by KPMG.

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For more information about the Citizenship Report please see www.barclays.com/citizenship

barclays.com/annualreport

Barclays PLC Annual Report 2012 I 31

Table of Contents

Summary remuneration report

The Board Remuneration Committee

provides governance and strategic

oversight of remuneration.

We have made significant reductions to our remuneration costs. They reflect the Committee's view that we are now on a multi-year path to reposition Barclays remuneration.

Sir John Sunderland

Chairman, Board Remuneration Committee

I hope that 2012 will be seen as a turning point in the way Barclays approaches remuneration. For 2012 and in future we are taking a different approach to the balance between Directors and employees remuneration, and returns for shareholders. We have been justifiably criticised for failures to engage effectively with and explain our decisions to shareholders and the wider public, as well as on some occasions being criticised for the decisions themselves.

We have reviewed and adopted a new remuneration policy. This reflects the direction of Barclays more broadly under the Transform Programme led by Antony Jenkins, and the adoption across the whole Group of a new statement of Barclays Purpose and Values.

We have made significant reductions to our remuneration costs. Variable remuneration has been reduced overall by 16% and fixed remuneration by 7% year on year. These are not one-off changes. They reflect the Committee's view that we are now on a multi-year path to reposition Barclays remuneration.

We committed last year to a journey to bring down our compensation ratios and have made good progress this year, with the Group compensation to adjusted net operating income ratio declining to 38% (2011: 42%). As a result our compensation ratios have moved from the market median to the lower quartile within our industry. We believe a ratio in the mid-30s is a sustainable position in the medium term which will ensure that we can continue to pay our people competitively for performance while also enabling us to deliver a greater share of the income we generate to shareholders. We will be informed in this work by a continuing constructive

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engagement and dialogue with our shareholders and our other stakeholders.

The Committee's focus in the coming months will be to continue the process of repositioning remuneration at Barclays, and regaining shareholder and public understanding and confidence. In future, as part of the Transform Programme, individual performance will be assessed against a balanced scorecard and performance will be measured against Barclays values as well as other measures.

I believe 2012 saw us move significantly forward in achieving the right balance between the priorities of our various stakeholders. Reduced remuneration costs, increasingly robust risk adjustments to both the incentive pool and individual incentive awards, tougher performance conditions, new shareholding requirements, and improved remuneration disclosures create a best practice framework which we will continue to develop in the coming year and beyond.

The next two pages provide a summary of our remuneration policy, governance, the link between remuneration and performance, and 2012 incentives. Page 35 provides summary remuneration disclosures required by statute. I encourage you to read our full Directors' Remuneration Report for 2012 on pages 72 to 103 which contains much fuller details on Barclays remuneration.

On behalf of the Board

Sir John Sunderland

Chairman, Board Remuneration Committee

5 March 2013

Table of Contents

Remuneration policy

The Committee reviews and updates the Barclays remuneration policy periodically. For 2013, as part of the Transform Programme, the policy has been significantly updated. The principles set out in the policy underpin both 2012 remuneration decisions and the Committee's objectives for 2013 and beyond.

The new remuneration policy is set out in the table below.

Barclays remuneration decisions:

1. Support the goal of becoming the Go-To bank by attracting, retaining and competitively rewarding colleagues with the ability, experience, skill, values and behaviours to deliver that goal.

2. Will only reward business results when these are achieved in a manner consistent with Barclays values and behaviours:

- **Respect:** We respect and value those we work with, and the contribution that they make.
- **Integrity:** We act fairly, ethically and openly in all we do.
- **Service:** We put our clients and customers at the centre of what we do.
- **Excellence:** We use our energy, skills and resources to deliver the best, sustainable results.
- **Stewardship:** We are passionate about leaving things better than we found them.

3. Protect and promote shareholder interests by incentivising colleagues to deliver sustained performance and create long term value through the delivery of Barclays goal. Those decisions will reflect that performance for individuals and in aggregate. Barclays will pay competitively for high performance but will not pay more than the amount appropriate to maximise the long term value of the bank for its shareholders.

4. Create a direct and recognisable alignment between remuneration and risk exposure, as well as adjusting current and deferred incentives for current and historic risk, including malus adjustments, as appropriate.

5. Should be as simple and clear for colleagues and stakeholders as possible as is the process used to determine them.

6. Ensure that balance between shareholder returns and remuneration is appropriate, clear and supports long term shareholder interests.

Remuneration governance

The Committee is responsible for setting the over-arching objectives, principles and parameters of remuneration policy across the Group. It oversees all Barclays remuneration matters including incentive pool decisions, together with oversight and approval of remuneration for executive Directors, members of the Group and business unit Executive Committees, Code Staff and all employees with total annual remuneration of £1m or more. It also approves major changes in Barclays pension, benefits and long term incentive plans. The Committee takes into account independent advice and appraisals of latest market data when considering incentive levels and remuneration packages. The Committee also receives regular updates on Group and business financial performance and the Group's risk profile from the Group Finance Director and Chief Risk Officer respectively.

For individual remuneration decisions made by the Committee, including the decisions for executive Directors, the level of remuneration across Barclays and each of the businesses is taken into account. The combined potential remuneration for the executive Directors and for senior employees from bonuses and long term incentive awards outweighs the fixed component of remuneration, and is subject to individual and business performance. This means that the majority of remuneration is risk-adjusted.

Remuneration and performance

Adherence to the principles of the new remuneration policy means that remuneration decisions for all employees across the whole of Barclays are aligned with and support the achievement of Barclays goal of becoming the Go-To bank.

This is achieved by linking remuneration to performance, assessing both what is achieved and also how goals are achieved. So we will measure and reward our people, not just on commercial success but on how they live Barclays values and behaviours in their daily work.

We will embed Barclays values in the way remuneration is managed by incorporating a balanced scorecard of both financial and non-financial measures into the performance appraisal process. Our balanced scorecard is a key part of the cultural change that is required to deliver the strategy of the Transform Programme. It measures Barclays performance across the following dimensions – Customers and Clients, Colleagues, Citizenship, Conduct and Company.

Linking our employee performance assessments and remuneration decisions to the balanced scorecard promotes a clear and direct alignment between remuneration policy and Barclays strategy.

Table of Contents

Summary remuneration report continued

2012 incentives

We recognise the importance that our stakeholders attach to the judgements that we apply in managing remuneration. Reduced remuneration costs, and increasingly robust risk-adjustments and performance conditions will continue to be a focus in how we achieve the right balance between the priorities of our various stakeholders. Remuneration must be managed in a way which incentivises employees, ensures pay is linked to performance and is appropriately aligned to risk. Material progress has been made in reducing absolute levels of remuneration. In summary:

- i Total Group incentive awards have been reduced by 16% since 2011, with Group adjusted profit before tax increasing 26%.
- i Incentive awards at the Investment Bank have been reduced by 20% since 2011, with adjusted profit before tax increasing 37%.
- i Group incentives have reduced by £1.3bn (38%) since 2010 with adjusted profit before tax up 23% since 2010. In the Investment Bank incentives have reduced by a similar amount, £1.3bn (48%), since 2010 with adjusted profit before tax down 7% since 2010.
- i Incentive pools have been reduced while adjusted profits have increased since 2011. This is because of actions taken by management to reposition Barclays compensation in the market place and to reflect significant risk events that impacted Barclays in 2012. The significant risk events include the LIBOR investigation and redress for PPI and interest rate hedging products.
- i Compensation to adjusted net operating income is down to 38% in 2012 (2011: 42%). Within aggregate compensation there has been strong differentiation on the basis of individual performance to allow us to manage compensation costs but also to pay competitively for high performers.
- i Average value of bonus per Group employee down 13% year on year to £13,300; average value of bonus per Investment Bank employee down 17% year on year to £54,100. Average value of bonus per Group employee excluding the Investment Bank down 8% year on year to £4,800.
- i The proportion of the bonus pool that is deferred significantly exceeds the FSA's Remuneration Code requirements and is expected to remain among the highest deferral levels globally.

Barclays total incentive awards granted

Barclays Group		%	Investment Bank		%
Year ended	Year ended		Year ended	Year ended	
31.12.12	31.12.11	Change	31.12.12	31.12.11	Change

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	£m	£m		£m	£m	
Bonus pool	1,854	2,150	(14)	1,298	1,536	(15)
Other incentives	314	428	(27)	96	201	(52)
Total incentive awards granted	2,168	2,578	(16)	1,394	1,737	(20)
Adjusted profit before tax	7,048	5,590	26	4,063	2,965	37
Bonus pool as % of adjusted profit before tax (pre bonus) ^a	20%	29%		23%	35%	
Proportion of bonus that is deferred	53%	58%		69%	75%	
Total employees (full time equivalent)	139,200	141,100	(1)	24,000	23,600	2
Bonus per employee	£13,300	£15,237	(13)	£54,100	£65,085	(17)
Note						

a Calculated as bonus awards divided by adjusted profit before tax excluding the income statement charge for bonus awards.

Compensation ratio trends and benchmark against peers

The reduction in compensation in 2012 moves Barclays from being at the median pay-performance level compared to competitors over the last two years to below the lower quartile level. This is a major shift which the Committee recognised would require strong management to achieve in a single year. Although it exposes the Group to some retention risk, the Committee determined that it was a necessary step on the multi-year journey to reposition Barclays remuneration. Major shareholders and their representative bodies were consulted as part of the process for deciding to take this change of approach.

Antony Jenkins said in the 2012 Results Announcement on 12 February 2013:

We committed last year to a journey to bring down our compensation ratio and have made good progress this year, with the Group compensation to net income ratio declining to 38% (2011: 42%). While this is progress, not the destination, we believe a ratio in the mid-30s is a sustainable position in the medium term which will ensure that we can continue to pay our people competitively for performance while also enabling us to deliver a greater share of the income we generate to shareholders.

Barclays Group compensation as a percentage of adjusted net operating income

Table of Contents

Statutory remuneration disclosures

This page includes details of Directors' remuneration in line with current UK directors' remuneration disclosure requirements. Accordingly the figures shown for 2012 in the tables on this page for Antony Jenkins and for Bob Diamond are for the period during which

they served as executive Directors (30 August 2012 to 31 December 2012 for Antony Jenkins, and 1 January 2012 to 3 July 2012 for Bob Diamond). Antony Jenkins' full year 2012 remuneration was £2.596m and is shown in more detail on pages 88 and 89.

Executive Directors - total remuneration					
	Antony Jenkins 2012	Chris Lucas 2012	2011	Bob Diamond 2012	2011
	£000	£000	£000	£000	£000
Salary	373	800	800	685	1,350
Current year cash bonus	0	0	0	0	0
Current year share bonus	0	0	0	0	0
Deferred cash bonus	0	0	0	0	0
Deferred share bonus	0	0	1,800	0	2,700
Total of salary and bonus	373	800	2,600	685	4,050
Long term incentive award	1,467	1,067	1,333	0	2,250
Total remuneration	1,840	1,867	3,933	685	6,300

Executive Directors - benefits			Directors' emoluments and statutory disclosures		
	2012	2011		2012	2011
	£000	£000		£m	£m
Antony Jenkins	19		Aggregate emoluments	5.5	15.9
Chris Lucas	34	28	Amounts paid under long term		
Bob Diamond	262	474	incentive schemes	2.8	5.8
				8.3	21.7

There were no pension contributions paid to defined contribution schemes on behalf of Directors (2011: £nil). There were no notional pension contributions to defined contribution schemes (2011: £nil). As at 31 December 2012, there were no Directors accruing benefits under a defined benefit scheme (2011: no Directors).

2012 fees for the Chairman and non-executive Directors				
	Fees £000	Benefits £000	2012 Total £000	2011 Total £000
Chairman				
Sir David Walker (non-executive Director from 1 September 2012 and Chairman from 1 November 2012)	167	6	173	
Non-executive Directors				

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David Booth	170	170	145
Tim Breedon (from 1 November 2012)	18	18	
Fulvio Conti	110	110	105
Simon Fraser	140	140	130
Reuben Jeffery III	105	105	98
Sir Andrew Likierman	135	135	127
Dambisa Moyo	120	120	105
Sir Michael Rake	220	220	188
Sir John Sunderland	161	161	132
Alison Carnwath (to 24 July 2012)	114	114	158
Marcus Agius (to 31 October 2012)	750	1 751	751

In accordance with his appointment letter, Marcus Agius was paid his monthly fee as non-executive Director and Chairman for the remainder of his notice period up to 1 January 2013. Accordingly the fees and benefits shown above are for the whole of 2012.

Table of Contents

Tough questions, honest answers

Bankers are overpaid and don't have society's interests at heart. It's that simple, isn't it?

Part of the change that is happening at Barclays is to consider the broader societal impacts of what we do. Barclays has always sought to link pay to performance in a commercially sensible way. For the first time we will be overtly linking pay to performance based on delivering a set of values that reinforce our promise to the stakeholders we serve. See page 13 for further details on our balanced scorecard.

Table of Contents

Governance

The governance process of Barclays and reports from each of the Board Committees presenting how the Board support the delivery of the strategy.

38	<u>Corporate governance report</u>
39	<u>Leadership</u>
44	<u>Effectiveness</u>
52	<u>Accountability</u>
60	<u>Relations with Shareholders</u>
62	<u>Directors report</u>
67	<u>Board of Directors</u>
70	<u>Executive Committee</u>
71	<u>People</u>
72	<u>Remuneration report</u>
72	<u>Statement from the Chairman of the Board Remuneration Committee</u>
74	<u>Remuneration questions and answers</u>
76	<u>Remuneration policy for all employees</u>
78	<u>2012 incentives</u>
83	<u>Directors remuneration policy</u>
88	<u>Implementation of Directors remuneration in 2012</u>
94	<u>Remuneration Committee</u>
96	<u>Additional remuneration disclosures</u>
98	<u>Statutory remuneration disclosures</u>

Table of Contents

Corporate governance report

Dear Shareholder

This is my first report to you, as Chairman, on corporate governance at Barclays. I joined the Board with effect from 1 September 2012, succeeding Marcus Agius as Chairman on 1 November 2012. The context for my appointment was, as is well-known, the changes to the Board in the wake of the announcement in June 2012 of penalties relating to the industry-wide investigation into the setting of interbank offered rates. That announcement, and the events that followed, inevitably dominated the second half of the year and the after effects continue to influence the Board's agenda.

What is meant by corporate governance?

Taking a step back, what is meant by corporate governance? The UK Corporate Governance Code (the Code) is based on the widely-accepted definition of corporate governance as the system by which companies are directed and controlled. Boards of directors are responsible for the governance of their companies. The Code makes clear that corporate governance is about what the board of a company does and how it sets the company's values. That is something that has been brought into sharp focus for Barclays during 2012. Barclays has a well-defined and well-structured corporate governance framework in place to support the Board's aim of achieving long term and sustainable shareholder value. But however robust the framework, it is imperative that it is supported by the right culture, values and behaviours, both at the top and throughout the entire organisation. In 2012, Barclays faced much criticism of the values and behaviours it has demonstrated. We are unanimous as a Board that we must accept this criticism and seek ways in which we can do better in future, with the aim of achieving a leadership position amongst our industry peers. I regard the independent review of Barclays business practices, led by Anthony Salz, which we announced in July 2012, and the work instigated by Antony Jenkins on culture and values as part of the Transform Programme, as providing a solid foundation on which we can build and move forward to become best in class. You will read more about each of these important initiatives elsewhere in the Annual Report and, later in this corporate governance report, Sir Michael Rake, Deputy Chairman and Senior Independent Director, reports on how Board governance responded to the LIBOR announcement.

How is good governance achieved?

Good and effective corporate governance is also very much dependent on the skills and experience of individuals on the Board and how well they work together as a whole to achieve long term value for shareholders. A great deal is demanded and expected of our Directors, particularly given the systemic importance of financial institutions such as Barclays to the global economy and the impact we have on the societies in which we operate. As Chairman, I am responsible for the effective performance of the Board and, in that regard, one of my areas of focus since joining the Board has been to ensure that we have a strong and well-functioning Board, comprised of individuals not only with the right abilities in terms of technical or business experience, but with the personal qualities required to be effective stewards of the business and the dedication and commitment to the company, particularly in times of stress. I was closely involved in the process to appoint a new Chief Executive and I am confident that, in appointing Antony Jenkins, we have the right person to lead the company, to deliver our strategy of becoming the Go-To bank and to implement the significant cultural and behavioural changes that we, as a Board, want to achieve. I have also sought to reinforce the non-executive presence on the Board and to ensure that the Board is both balanced and diverse. We have revisited the range of skills and competencies that we require around the Board table and these are set out on page 50 below. The Board needs to have non-executive Directors with financial services experience but also access to other skills and experiences, particularly in the management of culture and cultural change. Tim Breedon and Diane de Saint Victor have joined the Board as non-executive Directors since I joined the Board and I anticipate that we will make further appointments during the course of 2013.

How is risk management being enhanced?

In looking at the corporate governance structures in place, it is clear to me that Barclays has been well served by having, for many years, a Board Risk Committee focused on credit, counterparty, market, capital and liquidity risk. However, a major source of losses for Barclays and all banks in recent years has been from operational risk and, in particular, mis-selling of financial products. We need to strengthen Board-level governance over these areas in 2013 and accordingly, we have created a Board Conduct, Reputation and Operational Risk Committee. Its responsibilities will include governance over operational risk, conduct risk, reputation matters and Barclays corporate responsibility strategy. It will subsume the current Board Citizenship Committee.

How do Board Committees support good governance?

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The report that follows describes how Barclays applied the principles of the Code during 2012. Board Committees play a crucial role in the effectiveness of our corporate governance framework and Sir Michael Rake and David Booth report below on the activities of the Board Audit Committee and Board Risk Committee respectively. And Sir John Sunderland reports separately in the Remuneration Report on how the Board Remuneration Committee has overseen remuneration policy, how we link remuneration to our strategy and to long term outcomes and how we ensure that we are not incentivising inappropriate risk-taking.

What are the priorities for 2013?

We are determined as a Board and as a company to make progress during 2013 and to do everything in our power to regain the trust of our stakeholders: our commitment to implementing the recommendations of the Salz Review is affirmation of our determination.

Sir David Walker

Chairman

5 March 2013

Table of Contents

Corporate governance report

Leadership

The role of the Board

The principal responsibility of the Board is to promote the long term success of Barclays by creating and delivering sustainable shareholder value. The Board leads and provides direction for management by setting strategy and overseeing its implementation by management. The Board seeks to ensure that, while the ultimate focus is long term growth, management also delivers on short term objectives, striking the right balance between the two. In setting and monitoring the execution of Barclays strategy, consideration is given to the impact that those decisions will have on Barclays obligations to various stakeholders, such as shareholders, employees, suppliers and the community in which Barclays operates as a whole.

The Board is also responsible for ensuring that an effective system of internal control is maintained and that management maintains an effective risk management and oversight process across the Group, so that growth is delivered in a controlled and sustainable way. In addition, the Board is responsible for determining and promoting Barclays collective vision of its purpose, values, culture and behaviours.

Specific key decisions and matters have been reserved for approval by the Board. These include decisions on the Group's strategy, approval of risk appetite, capital and liquidity matters, major acquisitions, mergers or disposals, Board membership, financial results and governance issues, including the approval of the corporate governance framework. A full formal schedule of matters specifically reserved to the Board can be found on Barclays website at Barclays.com.

Corporate Governance Framework

Board Enterprise Wide Risk Committee

A Board Enterprise Wide Risk Committee was established at the end of January 2013.

Notes

a Known as the Board Financial Risk Committee with effect from 31 January 2013.

b Known as the Board Conduct, Reputation and Operational Risk Committee with effect from 31 January 2013.

The names of the Directors and their full biographical details, including the skills and experience they each bring to the Board, can be found on pages 67-69.

To assist the Board in carrying out its functions and to ensure there is independent oversight of internal control and risk management, the Board has delegated certain responsibilities to Board Committees, which are comprised of independent non-executive Directors and, in some cases, the Chairman. The Chairman of each Board Committee reports to the Board on the matters discussed at Board Committee meetings. Each Board Committee has agreed Terms of Reference approved by the Board, which can be found on Barclays website.

More information on the role of the Board and its Committees can be found in [Corporate Governance in Barclays](#), which is available online at Barclays.com

Table of Contents

Corporate governance report

Leadership continued

Roles

Role of the Chairman	<p>The Chairman is responsible for the overall operation and governance of the Board. Sir David Walker, the Chairman, provides leadership and manages the Board to ensure that Barclays satisfies its legal, regulatory and stewardship responsibilities. The Chairman sets the Board’s agenda, in consultation with the Group Chief Executive and Company Secretary, taking full account of the issues and concerns of Board members. Board agendas are structured to allow adequate and sufficient time for the discussion of the items on the agenda, in particular, strategic matters. The Chairman is also responsible for facilitating and encouraging active engagement and appropriate challenge by Directors, particularly on matters of risk and strategy or other major proposals, by drawing on Directors’ skills, experience and knowledge.</p>	<p>It is the responsibility of the Chairman to ensure effective communication with shareholders and other stakeholders and to ensure that members of the Board develop and maintain an understanding of the views of major investors and other key stakeholders. Details of how Barclays engages with its shareholders and other stakeholders can be found on pages 60-61.</p> <p>The full role profile for the Chairman can be found in Barclays Charter of Expectations, which is available on Barclays website.</p> <p>Sir David Walker is also Chairman of the Board Corporate Governance and Nominations Committee and the Board Citizenship Committee. He is a member of the Board Remuneration Committee and, although not a member, will attend a number of the Board Audit and Board Risk Committee meetings each year to observe the Committees in action and assess their effectiveness.</p>
Role of the Group Chief Executive	<p>The Group Chief Executive, Antony Jenkins, has responsibility for recommending the Group’s strategy to the Board and for implementing the strategy agreed by the Board, making and implementing operational decisions and managing the business day-to-day.</p>	<p>The Board has delegated this responsibility to him and he is accountable to the Board. He is supported by the Executive Committee, which he chairs.</p>
Role of the non-executive Directors	<p>Non-executive Directors are independent of management. Their role is to effectively and constructively challenge management and monitor the success of management in delivering the agreed strategy within the risk appetite and control framework set by the Board.</p>	<p>They are also responsible for exercising appropriate oversight through scrutinising the performance of management in meeting agreed goals and objectives and monitoring performance.</p>
Role of the Senior Independent Director	<p>Sir Michael Rake is Deputy Chairman and Senior Independent Director. He was appointed as Deputy Chairman in July 2012, at the height of events following the LIBOR announcement, having</p>	<p>During 2012, Sir Michael Rake played a significant role in the wake of the announcement of penalties relating to the industry-wide investigation into the setting of interbank</p>

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been Senior Independent Director since October 2011. As Senior Independent Director, Sir Michael's role is to provide a sounding board for the Chairman and provide support for the Chairman in the delivery of his objectives. He also serves as a trusted intermediary for the Directors, when necessary. He is available to shareholders should the occasion arise where there is a need to convey concerns to the Board other than through the Chairman or the Group Chief Executive. The Senior Independent Director is also expected to work with the Chairman and other Directors or shareholders, as required, where the stability of the Board or Barclays is threatened.

offered rates. Subsequent to the announcement of the resignation of Marcus Agius as Chairman, Sir Michael was in contact with shareholders and other relevant stakeholders, including Barclays regulators, to understand their views and concerns relating to the LIBOR announcement and the resignation of the Chairman. Further meetings and discussions were held with shareholders and other stakeholders after the ensuing announcement of the resignation of Bob Diamond as Chief Executive. As Deputy Chairman, Sir Michael Rake has taken a lead role in the Board's governance response to the LIBOR announcement and he reports on that on page 43.

Company Secretary

The Company Secretary, Lawrence Dickinson, works closely with the Chairman, the Group Chief Executive and the Board Committee Chairmen in setting the annual forward calendar of agenda items for the meetings of the Board and its Committees. He also ensures that accurate, timely and appropriate information flows within and to the Board, the Board Committees and between the Directors and senior management in general.

Board and Board Committee meeting papers are delivered a week before the meeting via a secure electronic system, which can be accessed by Directors using tablet computers. After each meeting, the Chairman meets with the Company Secretary to agree actions to be followed up and to discuss the effectiveness of the meeting. Details of the role of the Company Secretary and the support provided to the Board can be found in Barclays Charter of Expectations.

Full role profiles for the non-executive Directors and Senior Independent Director can be found in Barclays Charter of Expectations.

Table of Contents

How the Board operates

The Board meets regularly and there are eight scheduled meetings each year, including an annual strategy meeting. When necessary, and if circumstances dictate, additional Board meetings are held. In 2012, there were 15 additional meetings held at short notice to discuss matters such as changes to Board composition, issues arising from the LIBOR announcement, taxation matters and corporate transactions. In total, the Board met 23 times during the year. The Chairman met privately with the non-executive Directors before each scheduled Board meeting to discuss any matters they wished to raise at the meeting.

Where Directors are unable to attend meetings, usually because of illness or long-standing prior engagements, they are encouraged to give the Chairman their views or comments on the matters to be discussed. Following the meeting, the Chairman or the Company Secretary briefs any Director not present on the discussions and any decisions taken. Details of Board meeting attendance in 2012 can be found in the table below. During the year, the non-executive Directors met the time commitment specified in their letters of appointment and committed significantly more time during the period of stress Barclays experienced in July and August 2012.

Attendance		Independent	Scheduled meetings eligible to attend	Additional meetings eligible to attend
Group Chairman Marcus Agius				
(to 31 October 2012) Sir David Walker	On appointment			
(from 1 September 2012) ^c Executive Directors Robert E Diamond (to 3 July 2012) ^b Antony Jenkins (from 30 August 2012)	On appointment Executive Director Executive Director			
Non-executive Directors Chris Lucas ^b David Booth ^b	Executive Director			
Tim Breedon (from 1 November 2012) Alison Carnwath (to 24 July 2012) ^{ab} Fulvio Conti ^{ab} Simon Fraser Reuben Jeffery ^b Sir Andrew Likierman ^b Dambisa Moyo ^b Sir Michael Rake ^b Sir John Sunderland ^b	Independent non-executive Director Independent non-executive Director Independent non-executive Director Independent non-executive Director Independent non-executive Director Independent non-executive Director Independent non-executive Director Independent non-executive Director Independent non-executive Director			
Lawrence Dickinson Secretary Attended Did not attend	Independent non-executive Director			

Notes

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- a Unable to attend a scheduled meeting owing to a prior commitment.
- b Unable to attend certain additional meetings held at short notice owing to prior commitments.
- c Appointed to the Board with effect from 1 September 2012 and as Chairman with effect from 1 November 2012.

Corporate Governance in Barclays

All of our corporate governance practices have been brought together in one document, Corporate Governance in Barclays. This framework provides the basis for promoting the highest standards of corporate governance in Barclays. Corporate Governance in Barclays is available on our website, Barclays.com.

Charter of Expectations

The role profiles, responsibilities, time commitments, key competencies and behaviours we expect of our Directors, together with the key indicators of high performance, are set out in our Charter of Expectations, which is available on our website, Barclays.com.

Table of Contents

Corporate governance report

Leadership continued

Board balance and diversity

Balance of non-executive and executive Directors

Board gender balance

Length of tenure of non-executive Directors

Industry/background experience^a

1	Financial services	6
2	Accountancy/financial expert	2
3	Political/regulatory contacts	5
4	Current or recent Chairman/CEO	4
5	International (US)	2
6	International (Europe)	2
7	International (RoW)	1
8	Retail/marketing	1

Note

a Individual Directors may fall into one or more categories.

Geographical mix of non-executive Directors

Board activity in 2012

The Board's agenda in 2012 was dominated by the changing regulatory environment and, in the latter half of 2012, by consideration of the future direction and shape of the business and its culture and values in light of both the external environment and in the aftermath of the LIBOR announcement. Key activities for the Board during the year included:

- i reviewing strategic options open to the Group in its different business areas in light of the regulatory and economic environment.
- i receiving updates from each of Barclays principal businesses and discussing their progress against agreed strategy.
- i discussing the implications of a statement by HMRC concerning the repurchase of debt by Barclays.
- i considering and approving the sale of Barclays interest in BlackRock, Inc.
- i discussing and agreeing Barclays' One Africa strategy, involving the combination of the majority of Barclays operations in Africa with Absa.
- i considering the announcement of penalties relating to the industry-wide investigation into the setting of interbank offered rates and the subsequent events.
- i discussing changes in the composition of the Board, including approving the appointment of a new Chairman and a new Chief Executive.
- i reviewing a report on compliance and internal audit lessons learned from the LIBOR incident.

i discussing and reviewing progress of the work implemented by Antony Jenkins as part of the Transform Programme, including a review of business performance, costs, funding and liquidity matters and a discussion of Barclays purpose, values and behaviours.

i considering and approving Barclays risk appetite, liquidity risk appetite and the Group's capital plan.

i receiving regular updates on global economic conditions and regulatory developments and the outlook for the industry.

During 2012, the Board held two informal meetings with representatives from the FSA to ensure that all Directors had the opportunity to hear first-hand from Barclays principal regulator and exchange views. The chart on page 50 illustrates how the Board allocated its time during 2012.

Priorities for 2013

In 2013, the Board's priority will be providing oversight of and challenge to the progress of delivery of the actions and financial and non-financial commitments Barclays has made as part of its Strategic Review, which were announced in February 2013.

Table of Contents

Board governance

responding to the LIBOR announcement

In response to the announcement in June 2012 and subsequent events, the Board set up three specific sub-committees of the Board, chaired by me in my capacity as Deputy Chairman and Senior Independent Director.

LIBOR Employee Investigation Review Committee

The purpose of this Committee, which comprised me, Sir John Sunderland and Marcus Agius, who was succeeded following his retirement by Sir David Walker, was to provide a level of Board oversight in respect of the review of the conduct of certain current and former employees in relation to LIBOR. The Committee's role was to satisfy itself that proper processes had been followed and that outcomes were appropriate. To assist the Committee in fulfilling this responsibility, the Committee appointed an independent adviser, John Turnbull from Linklaters LLP, who reviewed the scope and methodology of the review and the resulting outcomes.

We met four times during the second half of 2012 to consider the progress of the review and the outcomes. At the conclusion of the review, 13 current employees were subject to disciplinary action, including 5 who were dismissed. In total, deferred compensation amounting to £24.6m was clawed back from 15 current and former employees as a result of the review. This excludes any sums voluntarily surrendered by individuals. The Board Remuneration Committee considered the wider application of claw back and further details are in the Remuneration Report. The Committee was satisfied that a thorough and fair process was conducted and that the outcomes of the review were appropriate in each individual case. This view was supported by our independent adviser.

Business Practices Review Committee

The Business Practices Review Committee comprises me, David Booth and Sir John Sunderland and was established following Barclays announcement in July 2012 that Anthony Salz would conduct an independent review of Barclays business practices (the Salz Review). The purpose of the Committee is to oversee the progress of the Salz Review and report to the Board on progress, to consider any recommendations arising from the Salz Review and to oversee any action to be taken as a result. The Committee met twice in the second half of 2012 to check on the progress of the review and has held further meetings in early 2013. The Committee will meet again to discuss the recommendations of the Salz Review and Barclays response, which are due to be published prior to the 2013 AGM. In addition to the formal meetings of the Committee, I have also met with Anthony Salz directly on a number of occasions.

Regulatory Investigations Committee

In the fourth quarter of 2012, the Board established a Regulatory Investigations Committee comprising me, Antony Jenkins, Sir John Sunderland and Sir David Walker. The primary purpose of this Committee is to oversee certain regulatory investigations, to consider the findings of those investigations and to direct the scope and conduct of those investigations as appropriate, including directing and overseeing any remediation activities and considering whether any disciplinary action is required in respect of any Barclays employee. The Committee met four times in 2012 and will continue to meet in 2013. The Committee has appointed an independent external adviser, John Turnbull from Linklaters LLP, to assist it in its deliberations. Sir David Walker assumed chairmanship of the Committee in early 2013.

Sir Michael Rake

Deputy Chairman and Senior Independent Director

Table of Contents

Corporate governance report

Effectiveness

Board composition, qualification and independence

The composition, experience and balance of skills on the Board are regularly reviewed to ensure that there is the right mix on the Board and its committees and that they are working effectively. There are currently 13 Directors on the Board, which comprises an independent Chairman, two executive Directors and ten independent non-executive Directors. The current members of the Board have a wide range of skills and experience. Diversity, including gender diversity, is important for a Board to be effective. A chart showing the gender representation on the Board can be found on page 42. More information on Barclays Board diversity policy can be found on page 51.

[The balance of the Board is illustrated on page 42](#)

Director independence

The Board Corporate Governance and Nominations Committee and the Board consider and review the independence of each non-executive Director on an annual basis as part of the Directors' performance evaluation. In carrying out the review, consideration is given to factors such as length of tenure and the ability of the Director to provide objective challenge to management. The behaviours that the Board considers to be essential indicators of independence are set out in Barclays Charter of Expectations. Following the annual review for 2012, the Board concluded that each of the non-executive Directors reviewed continues to demonstrate those behaviours and is considered by the Board to be independent.

Directors' external activities and conflicts of interest

Directors have a statutory duty to avoid situations in which they have or may have interests that conflict with those of Barclays, unless that conflict is first authorised by the Directors. This includes potential conflicts that may arise when a Director takes up a position with another company. Barclays Articles of Association allow the Board to authorise such potential conflicts, and there is in place a procedure to deal with any actual or potential conflict of interest. The Board deals with each appointment on its individual merit and takes into consideration all the circumstances. Prior to taking on additional responsibilities or external appointments, Directors are obliged to obtain authorisation and it is their responsibility to ensure that they will be able to meet the time commitment expected of them in their role at Barclays. All potential conflicts approved by the Board are recorded in an Interests Register, which is reviewed on an annual basis by the Board Corporate Governance and Nominations Committee to ensure that the procedure is working effectively. Following a review of the Interests Register in early 2013, the Committee concluded that all the potential conflicts as registered have been considered thoroughly and appropriately.

Executive Directors may take up only one FTSE 100 non-executive directorship and are allowed to retain any fees they receive for such appointments. Antony Jenkins and Chris Lucas do not hold any such directorships.

Director re-election

With the exception of Sir Andrew Likierman, who will be standing down at the Company's Annual General Meeting (AGM) to be held on 25 April 2013, all Directors including Sir David Walker, Antony Jenkins, Tim Breedon and Diane de Saint Victor, who were all appointed since the last AGM, will each submit themselves for re-election at the AGM. Biographical details of each of the Directors, together with details of their skills and experience, may be found on pages 67-69. Following a rigorous performance evaluation of each Director and the Board as a whole, excluding recent appointees Diane de Saint Victor and Tim Breedon, all Directors are considered by the Board to be fully effective.

[For more detailed information on Board evaluation please see page 48-49](#)

Succession planning and Board appointments

The Board recognises the need to ensure that the Board and executive management are always well resourced, with the right people in terms of skills and experience to deliver the Company's strategy. Board composition is regularly reviewed to ensure the Board is refreshed progressively. Factors considered include length of tenure, background, experience, including industry and geographical experience, and diversity.

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[The length of tenure of the current non-executive Directors and their geographical experience and background is illustrated on page 42](#)

The Board Corporate Governance and Nominations Committee is responsible for both executive and non-executive Director succession planning and recommends new appointments to the Board.

[More details on the role of the Board Corporate Governance and Nominations Committee are given on pages 50-51](#)

In July 2012, the Company announced that Marcus Agius would resign as Chairman and that a successor was being sought. Following a search, led by Sir John Sunderland with the assistance of MWM Consulting, an external search agency, Sir David Walker was appointed as a non-executive Director with effect from 1 September 2012 and succeeded Marcus Agius as Chairman with effect from 1 November 2012. Following the resignation of Bob Diamond in July 2012, a search for a new Group Chief Executive commenced, led by the then Chairman, Marcus Agius and with the close involvement of the then Chairman-designate, Sir David Walker and the Deputy Chairman, Sir Michael Rake. The search was conducted with the assistance of Spencer Stuart, an external search agency. Antony Jenkins was subsequently appointed as a Director and as Group Chief Executive with effect from 30 August 2012. Sir John Sunderland and Sir David Walker report on the search for a new Chairman and a new Group Chief Executive, respectively, on the following pages.

Tim Breedon was appointed as a non-executive Director with effect from 1 November 2012, having been identified in early 2012 as a potential candidate by the Board Corporate Governance and Nominations Committee itself, which had concluded there was a need to appoint a current or recent Chief Executive to the Board. Diane de Saint Victor was appointed as a non-executive Director with effect from

1 March 2013, having been identified as a potential candidate by MWM Consulting. Both were assessed against the required skills and competencies that the Board Corporate Governance and Nominations Committee had identified as being desirable. Tim was previously Chief Executive of Legal & General Group plc and has over 25 years experience of working in the insurance industry. He brings to the Board a significant knowledge of regulatory issues and a wealth of financial services experience in addition to his experience as a chief executive. Diane is General Counsel of ABB and has a background in legal and regulatory matters and in leading cultural change. Her experience will bring a valuable perspective to the Board as the Transform Programme is implemented and Barclays new Purpose and Values are embedded.

The external agencies named above have no other connection with Barclays other than to provide executive recruitment services.

Table of Contents

Appointing a new Chairman

Following the resignation of Marcus Agius as Chairman in July 2012, the Board asked me to take the lead in finding a successor. An external search agency was briefed on the essential and desirable experience and personal attributes required for the role, which were agreed beforehand by the Board. It was clear to us that we needed to appoint an experienced chairman, with financial services experience and strong governance credentials, who could provide the Board with effective leadership and who would command the respect of both fellow Directors and external stakeholders. Given the resignation of Bob Diamond as Chief Executive, the Board was committed to appointing a new Chairman as quickly as possible. It was clear that any incoming Chief Executive would need to know the identity of the new Chairman given the pivotal importance of their relationship to the effectiveness of the Board. It was also clear that, given the events of 2012, the minimum time commitment required of the Chairman would increase from roughly 60% of a full-time role to 80% of a full-time role.

A long list of candidates, both internal and external, was reviewed and discussed by the non-executive Directors during July, with the list being narrowed to a shortlist of two candidates. Both candidates then had individual meetings with each non-executive Director and with Chris Lucas, Group Finance Director, and feedback on each candidate was obtained. I also took soundings on the candidates from a number of stakeholders, including Barclays principal regulators and certain major institutional shareholders. The non-executive Directors met a number of times to provide feedback on their meetings with each candidate and to discuss the personal references.

Our unanimous view was that Sir David Walker was the right candidate to be appointed as Chairman of Barclays. Sir David has significant experience in financial services, coupled with a wealth of experience as both a director and as a chairman. He has an impeccable reputation for governance, with an excellent understanding and experience of UK boardroom and corporate governance issues and the role of a chairman. The Board approved Sir David's appointment as a non-executive Director and as Chairman-designate in early August and he subsequently joined the Board with effect from 1 September 2012, succeeding Marcus Agius as Chairman with effect from 1 November 2012.

I am delighted that we were able to quickly secure the services of Sir David as Chairman: he commands great respect within the financial services industry and has brought immense experience, integrity and knowledge to the role.

Sir John Sunderland

Independent non-executive Director

Table of Contents

Appointing a new Group Chief Executive

The process to appoint a new Group Chief Executive was initially led by my predecessor, Marcus Agius, in conjunction with Sir Michael Rake, the Deputy Chairman, and other members of the Board Corporate Governance and Nominations Committee, although I was closely involved from the announcement of my appointment as Chairman-designate in early August 2012.

An external search firm was engaged to identify candidates against the role specification and the skills, experience and personal qualities the Board had agreed were essential and desirable for the role of Group Chief Executive. An extensive list of global, potential candidates was reviewed, with a shortlist of candidates, both internal and external, put forward to the Board for discussion during July 2012. After meetings between several candidates and the then Chairman, the Deputy Chairman and the Group HR Director, the candidate list was narrowed further to three potential candidates, who each then met individually with me and with Barclays non-executive Directors.

The non-executive Directors on the Board met in mid-August 2012 to allow Directors to provide feedback on their meetings with each candidate. It became clear from our discussions that Antony Jenkins was the candidate that best fit the role requirements and had the vision required to take Barclays forward, with the support of the Board and the Executive Committee. I approached a number of our key stakeholders, including some of our major shareholders and representatives of our principal regulators, to discuss the proposed appointment and to gauge their views. A sub-committee of the Board, comprising Marcus Agius, Sir Michael Rake and Sir John Sunderland, was appointed with delegated authority to finalise the terms of the appointment, which was announced on 30 August 2012.

I am pleased that we were able to implement such a thorough and rigorous process and settle the leadership of Barclays quickly from a strong field of candidates.

Sir David Walker

Chairman

Table of Contents

Corporate governance report

Effectiveness continued

Executive Directors service contracts and non-executive Directors terms of appointment

On appointment, executive Directors are given a one year rolling service contract. The Chairman and the non-executive Directors have a letter of appointment that sets out the terms and conditions of their Directorship, including the fees payable and the expected time commitment. Each non-executive Director is expected to commit a

minimum of 20 days per annum to the role. Additional time commitment is required to fulfil roles as Board Committee members and/or Board Committee chairmen, as applicable. On average, the time commitment of non-executive Directors is in the range of 30-36 days per annum, although they typically devote considerably more time to Barclays duties and did so during 2012, particularly in connection with the search for a new Chairman and a new Chief Executive.

Board induction and professional development

Induction

Newly appointed Directors are provided with a bespoke induction programme to further their understanding and their knowledge of Barclays, its operations and staff. The Chairman, with the support of the Company Secretary, is responsible for the induction of new Directors and for the ongoing professional development of all Directors. Induction programmes are tailored to each new Director, depending on the experience and background of the Director. For example, on his appointment to the Board, Sir David Walker's induction programme took into account his later role as Chairman and included the following items:

- an induction pack providing background information on Barclays operations and policies;

- sessions with each of the executive Directors and members of the Executive Committee;

- meetings with the senior executives responsible for each of the Group's principal businesses, including the Investment Bank, Retail and Business

Professional development

Barclays offers a programme of ongoing professional development for existing Directors. Personal development logs are maintained for each non-executive Director, which record external and internal briefings and other events that each attends, such as internal management conferences. During 2012, non-executive Directors attended briefing sessions on Long Term Incentive Plans and on the Investment Bank's fixed income and prime services businesses. They also attended sessions demonstrating the use of new technology in Barclays branch network. Members of the Board Audit Committee attended briefing sessions on algorithmic trading and members of the Board Risk Committee attended briefing sessions on operational risk and on the Investment Bank's balance sheet. Directors are asked for input on potential topics for ongoing professional development, which informs the planned programme.

In addition to the above, independent professional advice is available to the Directors at Barclays expense. During 2012, an independent adviser was engaged to advise the LIBOR Investigation Employee Review Committee and the Regulatory Investigations Committee.

An annual review of Barclays Director induction and development programmes is carried out by the Board Corporate Governance and

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Banking, Wealth and Investment Management and Africa, focusing on the challenges and opportunities faced by each business;

Nominations Committee to ensure that they are appropriate and fit for purpose. More information on Barclays Board induction and ongoing Director development can be found in Corporate Governance in Barclays .

i meetings with key personnel in central support functions, including compliance, corporate development, finance, risk management, citizenship and sustainability, internal audit and corporate affairs; and

j meetings with key external stakeholders, such as major institutional shareholders and regulators.

This initial induction programme will be supplemented with a programme of business visits over a period of 12 – 18 months, including visits to selected UK and overseas operational centres.

barclays.com/annualreport

Barclays PLC Annual Report 2012 I 47

Table of Contents

Corporate governance report

Effectiveness continued

Evaluation Statement

A summary of the Board's progress against the actions arising from its 2011 Board Effectiveness Review can be found below:

Theme	Action Taken
Ensuring that the Board continues to have an appropriate range and balance of skills, experience and diversity	Board composition is reviewed regularly. In 2012, a revised skills matrix was developed against which the Board Corporate Governance and Nominations Committee assessed the current composition of the Board and identified the skills and experience to be sought in new appointments. Appointments were made to the Board and to Board Committees during 2012 to maintain the balance of skills required. A renewed emphasis was given to gender diversity on the Board following the departure of Alison Carnwath and Diane de Saint Victor joined the Board in early 2013.
Continuing to develop an appropriate process for succession planning for key Board and senior executive management positions	Executive succession planning, including succession planning for Board and Executive Committee roles, was a regular agenda item for the Board Corporate Governance and Nominations Committee during 2012. During 2012, a revised approach to talent management and the outcomes of a review of succession planning for senior strategic roles were presented to the Board Corporate Governance and Nominations Committee.
Enabling the Board to have greater interaction with Executive Committee members to gain an enhanced understanding of the challenges and opportunities they face in their businesses	There has been greater interaction between the Board and members of the Executive Committee, by way of presentations to the Board on the evening before Board meetings, followed by dinners over which key issues are discussed in greater depth. The Board also visited Barclays operations in New York twice during 2012, to gain first-hand experience of Barclays US businesses.
Ensuring that the Board has visibility of talent amongst senior executive management	Three senior talent events took place in 2012, which enabled the Board to meet and interact with senior executives at the level below Executive Committee in order to increase the Board's visibility of potential future leaders.
Continuing to ensure that timely and high-quality information flows to the Board and to Board Committees	A weekly update note from the Group Chief Executive is circulated to Board members, covering key issues and developments, including

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regulatory matters, trading and senior appointments. This provides up-to-date information to Directors outside the formal Board meeting reports.

Increasing use has been made of a secure electronic system to deliver meeting papers and other information to Directors securely and quickly via tablet computers.

Table of Contents

Evaluation of Board performance

To improve the effectiveness of the Board and its Committees, as well as that of each individual Director, a formal and rigorous Board review is undertaken on an annual basis. This review has been externally facilitated since 2004. This formal process enables the Board to monitor trends in responses to questions and track progress made against action plans. On an annual basis, Barclays approach to Board evaluation is benchmarked against the practices of other companies in the FTSE 20 to ensure that Barclays remains at the forefront of best practice. The Board Corporate Governance and Nominations Committee is responsible for overseeing the process and for monitoring any action plans on behalf of the Board.

For 2012, the Board evaluation process was conducted by Egon Zehnder International (Egon Zehnder), who used a short questionnaire covering similar themes to previous years' evaluations, although the main part of the evaluation process took the form of structured interviews with Directors and members of the Executive Committee. While Egon Zehnder is an executive search agent, it did not undertake any Barclays Board searches during the year and the Board believes that it provides an impartial and objective board evaluation service.

The 2012 Board evaluation reviewed the events of 2012, in particular, those culminating in the resignations of Marcus Agius and Bob Diamond. The voting at Barclays 2012 AGM was also considered as part of the evaluation process and Egon Zehnder held interviews with a selection of Barclays major shareholders. The substantial changes in the Board in 2012 inevitably complicated the performance evaluation process, but key themes were identified and form the basis of the action plan for 2013 as follows:

- j Enhancing the relationship between the Board and the Executive Committee following changes in both Board and Executive Committee composition in 2012;

- j Ensuring that the working relationship between the Chairman and CEO is strong in recognition of the critical importance of this relationship to the effectiveness of the Board as a whole;

- j Ensuring that the Board has greater line of sight into the views of key stakeholders. Informal meetings with Barclays regulators have started and will continue, in both the UK and US;

- j Rebuilding trust with stakeholders with regard to Barclays remuneration policy, particularly in light of voting at the 2012 AGM. Extensive consultation took place with stakeholders during 2012 and will continue into 2013;

- j Ensuring that an appropriate balance of skills, experience and diversity on the Board is maintained. Two new non-executive Directors have been recently appointed and further appointments are envisaged in 2013;

- j Further improving the quality of information flows to the Board to achieve an appropriate balance between data and analysis; and

- j Enhancing succession planning for key Board positions, in particular, continuing to ensure that the Board builds its knowledge and understanding of the depth of talent in the business.

Table of Contents

Corporate governance report

Effectiveness continued

Board Corporate Governance and Nominations Committee Report

It is essential that the Board and its Committees are properly constituted and balanced in terms of skills, experience and diversity.

Sir David Walker

Chairman, Board Corporate Governance

and Nominations Committee

Member	Independent	Meetings eligible to attend
Sir David Walker Chairman ^a	On appointment	
(from 1 September 2012) Marcus Agius	On appointment	
(to 31 October 2012) David Booth	Yes	
Alison Carnwath	Yes	
(to 24 July 2012) Sir Michael Rake	Yes	
Sir John Sunderland	Yes	
Lawrence Dickinson Secretary		
Attended	Did not attend	

Note

^a Member of the Committee since 1 September 2012, becoming Chairman from 1 November 2012.

Committee composition, skills and experience

In addition to the Chairman, there are three non-executive Directors on the Committee, being the Chairmen of the main Board Committees. The names of the members of the Committee are set out opposite, together with attendance at meetings in 2012. The Group Chief Executive also attends each meeting, although is not involved in decisions relating to Chief Executive succession.

Committee responsibilities and how they were discharged in 2012

The Committee is responsible for reviewing the composition of the Board and Board Committees to ensure they are properly constituted and balanced in terms of skills, experience and diversity. In addition to this, it:

- j recommends to the Board the appointment of new Directors;
 - j considers succession plans for the Chairman, Executive and other key positions, such as roles on the Executive Committee and other senior roles;
 - j monitors corporate governance issues and developments to ensure that Barclays is in line with best practice guidelines; and
 - j agrees and monitors the annual Board Effectiveness Review and tracks any actions arising.
- The Committee's full terms of reference are available on the corporate governance section of Barclays website.

The Committee met four times in 2012, including an additional meeting solely to review and discuss Board composition. The chart below shows how the Committee allocated its time. In 2012, the Committee focused primarily on Board composition and succession planning for roles below the Board level. Key activities undertaken by the Committee in 2012 were:

Board composition

- j reviewing the structure, size and composition of the Board and the principal Board Committees, looking at the need to refresh the Board and at the balance and diversity of skills and experience on the Board. In reviewing the composition of the Board, a skills analysis was carried out using a revised skills matrix agreed by the Committee in 2012, which set out the core competencies and skills that it would be desirable to have on the Board, such as financial services, experienced chief executives from other companies and industries, accountancy, retail and marketing and experience of the main geographic markets in which Barclays operates, along with the target weightings for each. Following a review of the composition of the Board, the Committee approved the appointment of Tim Breedon as a non-executive Director with effect from 1 November 2012 and the appointment of Diane de Saint Victor as a non-executive Director with effect from 1 March 2013.
- j carried out a review of progress against Board diversity targets and discussed and agreed a Board Diversity Policy, recommending it to the Board for its approval.
- j considered and recommended changes to Board Committee composition during the year. The Committee recommended the appointment of David Booth to the Board Remuneration Committee with effect from 1 July 2012 to provide cross-membership between the Board Remuneration and Board Risk Committees. Drawing on reviews by the Committee, the Board as a whole considered and approved the appointment of Sir John Sunderland as Chairman of the Board Remuneration Committee, recommended the appointment of Tim Breedon as a member of the Board Risk Committee and Board Remuneration Committee and the appointment of Sir David Walker as a member of the Board Remuneration Committee and as a member and Chairman of the Board Corporate Governance and Nominations Committee and Board Citizenship Committee.

Table of Contents

Succession planning

- ┆ discussed succession planning for the position of Chief Executive and for the Executive Committee and reviewed potential candidates for these roles;
- ┆ reviewed the Group's succession and talent management programme below Board level;
- ┆ reviewed and discussed the processes, overall methodology and contingency plans in place for senior strategic roles; and
- ┆ received updates on Barclays graduate recruitment and training programme, including an update on gender diversity.

Corporate governance

- ┆ reviewed Barclays corporate governance disclosures in the 2011 annual report and considered the proposed disclosures for the 2012 annual report;
- ┆ reviewed and discussed Barclays approach to Board and Committee induction and development;
- ┆ received updates on significant corporate governance developments in the UK and EU and how these might impact Barclays;
- ┆ carried out an annual review of the Directors' Interests Register to ensure that an effective process for authorising conflicts is in place and authorised conflicts have been dealt with appropriately;
- ┆ reviewed and discussed issues raised at corporate governance meetings held with institutional investors and investor bodies; and
- ┆ reviewed the effectiveness of the Committee and proposed changes to its terms of reference following a review against best practice.

Board effectiveness

- ┆ discussed and approved the proposed actions to be taken in response to the findings of the 2011 Board Effectiveness Review. The Committee also reviewed reports on the status of the action plan to monitor the progress being made;
- ┆ reviewed the status of actions being taken in response to the findings of the FSA's review of Barclays Board governance as part of its Core Prudential Programme, on which it reported in early 2012; and
- ┆ reviewed the market for board effectiveness facilitators and agreed to re-appoint Egon Zehnder.

Statement on diversity policy

Board diversity, in particular, gender diversity, continues to be a topic of much discussion. The Board believes that diversity is important for board effectiveness. However, diversity is much more than the issue of gender, and includes diversity of skills, experience and background. In response to Lord Davies's report on Women on Boards, Barclays published a Board Diversity Policy in April 2012, which sets out Barclays approach to diversity on the Board. The Board Diversity

Policy can be found in the Corporate Governance section of Barclays website. All Barclays Board appointments are made on merit, in the context of the skills and experience the Board as a whole requires to be effective. Nevertheless the Board is aiming to ensure that at least 20 per cent of the Board is made up of women by the end of 2013 and for that position to have exceeded 25 per cent by the end of 2015. Women currently represent 15% of the Board. Diversity in relation to employees of the Barclays Group is covered by Barclays Equality and Diversity Charter and more information on diversity across Barclays can be found in the People section on page 71.

Committee Effectiveness

The performance of the Committee is reviewed each year as part of the Board Effectiveness Review.

Following the 2011 annual effectiveness review of the Committee, the Committee improved the induction process for its new members by committing to implement a bespoke induction for any new member, to be agreed by the Company Secretary with the Chairman and the new member. The Committee also provided more opportunities for members to bring items onto the Committee agenda, such as including the Committee's annual forward agenda with the papers for each meeting.

The 2012 review concluded that the Committee continues to operate effectively, although there was a slight diminution in the overall score.

Priorities for 2013

In 2013, the Committee will continue to carry out regular reviews of the balance of skills and experience on the Board against the skills matrix that has been developed and will seek to make further progress towards achieving the Board diversity targets that have been set. Executive succession will continue to be high on the Committee's agenda.

Table of Contents

Corporate governance report

Accountability

Board Audit Committee Chairman's Report

June 2012 saw the announcement of the penalties imposed on Barclays relating to the industry-wide investigation into the setting of interbank offered rates and this impacted the Committee's agenda.

Sir Michael Rake

Chairman, Board Audit Committee

Attended Did not attend

Note

^a Unable to attend one meeting owing to prior commitments.

Board Risk Committee allocation of time		2012	2011
1	Control issues	13	4
2	Financial results	31	42
3	Internal audit matters	14	6
4	External audit matters	6	6
5	Business control environment	14	23
6	Other (including Governance and Compliance)	22	19

Sir Michael Rake, Chairman of the Board Audit Committee, reports on how the Board Audit Committee discharged its responsibilities during 2012.

Chairman's overview of 2012

The work of the Committee in 2012 has seen us address three main themes. First, accounting judgements, particularly in respect of provisions to be made for product mis-selling. Secondly, the impact on the systems and controls in place at each of Barclays businesses arising from increasing regulatory demands and rising consumer expectations. And thirdly, the remediation programmes in place to enhance our internal control and regulatory compliance systems and procedures. June 2012 saw the announcement of the penalties imposed on Barclays relating to the industry-wide investigation into the setting of interbank offered rates and this impacted the Committee's agenda in the second half of the year. I report on all of these matters in more detail below.

The approach of our regulators to regulation has continued to be intensive and intrusive, particularly in anticipation of the implementation of the new twin-peaks model of regulation in the UK and the additional focus on conduct risk and outcomes for consumers. During 2012, I held a number of meetings with Barclays regulators in UK and US to discuss our approach to financial reporting, internal controls and regulatory compliance and to hear from them what they expect of the Board Audit Committee and Barclays in this regard. I also interacted regularly with the lead audit partner of Barclays external auditors.

I reported after each Committee meeting to the Board on the main matters discussed in Committee meetings to ensure that all Directors were kept informed of the Committee's agenda. I also made myself available if any Director wished to discuss any particular matters with me in more detail.

Committee composition, skills and experience

Membership of the Committee and attendance at meetings held in 2012 is set out opposite. Tim Breedon joined the Committee with effect from 1 March 2013. Sir Andrew Likierman and I are the designated financial experts on the Committee for the purposes of the US Sarbanes-Oxley Act, although each member of the Committee has a depth of financial expertise and collectively, the Committee has considerable financial and financial services experience on which to draw. More information on the skills and experience of the Committee members may be found in the Directors' biographies on pages 67-69. The Committee is conscious of the need to keep its knowledge up to date and, in early 2012, Committee members attended two briefing sessions on algorithmic trading, covering both the principles of algorithmic trading and the control mechanisms in place.

Ahead of each Committee meeting, I held a private meeting with the members of the Committee at which we discussed any particular items that they wished to raise during the meeting. I also made myself available if any Committee member wished to discuss any particular matters with me and I was in regular contact with management, including the Group Finance Director and Chief Internal Auditor during 2012.

Table of Contents

Committee responsibilities and how they were discharged in 2012

The Committee is responsible for:

- i monitoring the integrity of the Group's financial reporting and satisfying itself that any significant financial judgements made by management are sound;
- i monitoring the Group's internal controls, including internal financial controls; and
- i monitoring and reviewing the activities and performance of the internal and external auditor, including monitoring their independence and objectivity. You can obtain the Committee's full terms of reference on the corporate governance section of Barclays website.

The Committee met 10 times in 2012 and the chart opposite shows the way in which we allocated our time. Committee meetings were attended by management, including the Group Chief Executive, Group Finance Director, Chief Internal Auditor, Chief Risk Officer and General Counsel, as well as representatives from the businesses and other functions from time to time. The external auditor attended each meeting and the Committee held regular private sessions with the Chief Internal Auditor and the external auditor, which were not attended by management. These private sessions allowed us to discuss matters directly with the audit teams.

The main matters and areas of judgement we reviewed and considered during 2012 were as follows:

Financial Reporting and Significant Financial Judgements

With the support of the external auditor, the Committee assessed whether suitable accounting policies had been adopted, whether management had made appropriate estimates and judgements and whether disclosures were balanced and fair. The main areas of focus in 2012 and matters where we specifically considered the judgements that had been made are set out below:

- i We considered the presentation of the financial statements and in particular, the presentation of adjusted performance and the adjusting items, including own credit, provisions for product mis-selling redress and the gain on the disposal of Barclays interest in BlackRock, Inc. We discussed the treatment of the LIBOR penalties and agreed with management's judgement that these should not be treated as an adjusting item;
- i We received reports on the assumptions underlying the provisions made for product mis-selling redress, specifically PPI and Interest Rate Hedging Products. The trend in PPI claims has proved to be volatile during 2012, resulting in provisions being taken in both the first quarter and the third quarter. A provision for Interest Rate Hedging Products was taken at the half-year. We were content after due challenge and debate with the assumptions made and the judgements applied. As part of reviewing the results for 2012, we considered a recommendation from management that further provisions should be taken in respect of PPI and Interest Rate Hedging Products in the financial results for 2012 and, having reviewed the trend data and provisioning assumptions, agreed with management's recommendation;
- i In reviewing the results for 2012, we reviewed the assessments made for goodwill impairment and confirmed, based on management's expectations of future performance of certain businesses, that no goodwill impairment charges were required in 2012;
- i We also reviewed the judgements made in respect of tax, in particular, deferred tax assets in Spain and the US, including their recoverability. We supported management's assumptions, based on current forecasts. We reviewed the level of tax provisioning in light of ongoing discussions with HMRC. We believe that the current level of provisions is reasonable;

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- j At the request of the Board we considered whether the 2012 Annual Report was fair, balanced and understandable and whether it provided the necessary information for shareholders to assess Barclays performance, business model and strategy. We were satisfied that, taken as a whole, the Annual Report is fair, balanced and understandable;
- j We reviewed the Group's credit impairment charges, which have reduced overall in 2012, to satisfy ourselves with the appropriateness of the provision;
- j We received reports from the Investment Bank Valuations Committee on the processes followed and the judgements made in valuing certain asset classes, in particular, those assets where there is little or no market data. We were content with the rigour of the processes and the resulting valuations;
- j Given ongoing uncertainties in the Eurozone, we reviewed and agreed enhanced disclosure of Barclays exposures in selected Eurozone countries, including sovereign debt exposures, and Barclays disclosures in respect of re-denomination risk for certain countries;
- j We reviewed disclosures on litigation and competition and regulatory matters contained in Barclays full and half-year results and trading statements, in particular, the statements made with respect to investigations by the Financial Services Authority, Serious Fraud Office, US Department of Justice, and the US Securities and Exchange Commission's investigation into Barclays relationships with third parties who assist it to win or retain business. We also reviewed the disclosure made in respect of civil claims made in connection with Barclays role in the setting of interbank offered rates; and
- j We received an update on future accounting standards changes and the potential impact that these may have on Barclays financial statements, particularly the impact of IFRS 10 *Consolidated Financial Statements* and IAS 19 *Employee Benefits*. Some of these new accounting standards will apply for the financial year 2013 and we will continue to assess the impact on our financial statements.

Internal control

To discharge our responsibility to review the effectiveness of the Group's internal controls, we received specific control environment reviews from each of the businesses, we reviewed control issues of Group level significance and specific control issues and also received regular reports on regulatory and compliance matters. Some of the specific matters we reviewed in 2012 are set out below:

- j We reviewed the control environment of each of our principal businesses: Europe RBB; UKRBB; Africa; Investment Bank; Barclaycard; Corporate Banking; and Wealth and Investment Management. Given the planned integration of Absa and Barclays Africa, which is a major change programme, we were particularly concerned to understand the potential impact on resources in those businesses as they integrate and automate and standardise processes and controls;
- j Technology remained an area of specific focus in 2012, particularly in view of a number of well-publicised IT failures at certain banks and the impact of such failures on business continuity. We regularly reviewed specific IT-related control issues and also the progress of

Table of Contents

Corporate governance report

Accountability continued

Board Audit Committee Chairman's Report continued

the remediation work that is under way to address them. We also received an update on cyber-security threats and the defences Barclays has in place against cyber attacks;

• The control environment in the Investment Bank was regularly reviewed, including reviewing the specific action plans that are in place to enhance the control environment and in particular, to enhance the Compliance function. We will continue to review this important workstream in 2013;

• We received regular updates on compliance matters. These included updates on the actions being taken to comply with the Deferred Prosecution Agreement (DPA) entered into as part of the settlement with US authorities following an investigation into Barclays compliance with US sanctions and US Dollar payment practices: all of the actions required by the DPA were completed in 2012. Further details of Barclays compliance with the DPA may be found in the Risk management – Supervision & Regulation section of the Annual Report;

• We also received a number of updates on Anti-Bribery and Corruption, Anti-Money Laundering and Client Assets compliance;

• We were updated on the arrangements Barclays has in place for employees to raise concerns and received reports on any incidents reported and investigated. There was a small increase in the number of reports and concerns raised by employees following the LIBOR announcement, although no new material issues were raised. We continue to regard employee reports as a valuable source of information that helps identify fraud, inappropriate behaviour and control weaknesses; and

• We received an update on the likely direction to be taken by the Conduct Business Unit of the FSA in respect of the governance of conduct risk and will be considering this further in 2013.

Further details of the Group's system of internal control and risk management, including the main features of our internal control and risk management systems in relation to the financial reporting process, are included in the Directors' Report on pages 64-66 and in the Risk management section on pages 313-343.

Oversight of Internal Audit and External Audit

Internal Audit

To fulfil our responsibility to monitor the effectiveness of the internal audit function, we received regular reports from the Chief Internal Auditor, setting out the Internal Audit function's view of the control environment and performance against any key indicators. We also regularly reviewed the Internal Audit Plan, any changes proposed and the level of resourcing available to the Internal Audit function.

A new Chief Internal Auditor was appointed in early 2012 and during the year provided the Committee with his views on the resourcing and effectiveness of the Internal Audit function. 2012 has seen a change in methodology in order to improve the effectiveness of internal audit by focusing audit resources on high-risk auditable entities. In particular, the audit coverage of the Investment Bank has been increased. Given the change in audit methodology, we reviewed and approved the annual Internal Audit plan for 2013 in early 2013.

The Chief Internal Auditor updated the Committee on the work that Internal Audit will carry out as a result of the LIBOR settlement, in order to meet the requirements of the Commodity Futures Trading Commission (CFTC) Order. Regular audits of the LIBOR-setting process will be carried out on a six-monthly basis and a third party audit will also be conducted. We received the first of these reports in late 2012.

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Internal Audit's self-assessment of conformance, which we reviewed in the fourth quarter of 2012, evidenced that the function generally conforms to the standards set by the Institute of Internal Auditors. During 2013, an external assessment of the performance of the Internal Audit function will be conducted and the results will be reported to the Committee.

External Audit

It is our responsibility to monitor the performance, objectivity and independence of the external auditor. Each year, we agree the audit plan with the auditor to ensure that the coverage is focused and that there is appropriate overlap with the work of Internal Audit. We also agree the terms of the engagement letter and approve, on behalf of the Board, the fees payable for the audit.

To discharge our responsibility to assess the performance and effectiveness of the auditor, we carried out a survey in the fourth quarter of 2012, seeking views from key stakeholders across the Group. The survey gathered views on the performance and effectiveness of PricewaterhouseCoopers (PwC). The results were reported to the Committee in early 2013 to help inform the Committee's deliberations on the auditor's performance and whether the auditor should be recommended for re-appointment. A more detailed follow-up survey will be conducted at the end of the first quarter of 2013 following completion of the year-end audit.

PwC and its predecessor firms has been Barclays auditor for many years, since 1896, although the lead audit partner now rotates every five years. Based on the 2012 survey results and the Committee's own interactions with PwC, the Committee concluded that it continues to be fully satisfied with the performance of PwC and that PwC continues to be objective and independent. The auditor's objectivity and independence is supported by Barclays policy on non-audit services provided by the auditor, which is described on page 55. PwC also provides specific assurance to the Committee on the arrangements it has in place to maintain its independence and objectivity. The Committee has therefore recommended to the Board and to shareholders that PwC should be re-appointed as the Group's auditors at the AGM on 25 April 2013. The Committee recognises however that the length of tenure of auditors is under increasing scrutiny and is therefore considering, in light of the new requirement in the Code that the external audit contract is put out to tender at least every ten years, how and when a tender process might be implemented, particularly given the transitional provisions suggested by the Financial Reporting Council (FRC). A recommended course of action will be proposed to the Board during 2013.

Table of Contents

Objectivity and independence of the external auditor

The Committee's responsibility to monitor and review the objectivity and independence of the external auditor is supported by a policy to govern the non-audit services that may be provided by the external auditor. The policy sets out the circumstances in which the external auditor may be permitted to undertake non-audit services. Allowable services are pre-approved up to but not including £100,000, or £25,000 in the case of certain taxation services. Any non-audit service that exceeds these thresholds requires approval from me as Chairman of the Committee and must be robustly justified and, if appropriate, tendered, before it is approved. I closely review all requests for approval, particularly any which concern taxation-related services, and specifically tax advisory services, where our approach is not to use the auditor unless there is a very strong case for not seeking an alternative supplier. The Committee receives a quarterly report on non-audit services undertaken by the auditor so that it can monitor the types of services being provided and the fees incurred.

A breakdown of the fees paid to the auditor for non-audit work may be found in note 44 on page 310. Significant categories of engagement undertaken in 2012 include tax compliance services for assignments initiated pre January 2011 in connection with our expatriate and international assignees and attest and assurance services in connection with the production of a report attesting to the effectiveness of controls in place at some of Barclays US based entities. In each case, approval was only given after a full and thorough assessment of the value case for using the auditor and of the skills and experience that the auditor would bring to each assignment. I also satisfied myself that there were safeguards in place to protect the objectivity and independence of the auditor.

Further details of the non-audit services that are prohibited and allowed under our policy can be found on our website, Barclays.com.

Committee Effectiveness

The performance of the Committee is reviewed each year as part of the Board Effectiveness Review. This year's review concluded that the Committee continues to operate effectively, although there was a slight diminution in the overall score.

Priorities for 2013

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For 2013, I anticipate the Committee's areas of focus to be driven primarily by the changing regulatory environment, particularly as the new regulatory regime in the UK is implemented. We will also be seeking to ensure that the control remediation programmes we already have in place are delivered, in addition to having oversight of any action plans that arise from the controls workstream of the Transform Programme.

Sir Michael Rake

Chairman, Board Audit Committee

barclays.com/annualreport

Barclays PLC Annual Report 2012 | 55

Table of Contents

[Corporate governance report](#)

Accountability continued

Board Risk Committee Chairman's Report

We have been looking to take a more holistic view of risk management, so that we have an enterprise wide view of risk management that goes beyond the management of financial risks.

David Booth

Chairman, Board Risk Committee

Member	Independent	Meetings eligible to attend
David Booth (Chairman)	Yes	
Tim Breedon		
(from 1 December 2012)	Yes	
Reuben Jeffery ^a	Yes	
Sir Andrew Likierman	Yes	
Dambisa Moyo ^a	Yes	
Sir Michael Rake ^a	Yes	

Lawrence Dickinson Secretary

Attended Did not attend

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Note

a Unable to attend meetings because of prior commitments.

Board Risk Committee allocation of time		2012	2011
1	Risk profile/Risk appetite (including capital and liquidity management)	61	45
2	Key risk issues	18	38
3	Internal control/Risk policies	6	6
4	Regulatory frameworks	5	4
5	Other (including Remuneration and Governance issues)	10	7

David Booth, Chairman of the Board Risk Committee, reports on how the Committee discharged its responsibilities in 2012. From 31 January 2013, the Committee was renamed the Board Financial Risk Committee and oversight of operational risk was assumed by the Board Conduct, Reputation and Operational Risk Committee.

Chairman's overview of 2012

2012 has been another challenging year for the Committee. Global economic conditions, particularly in the Eurozone, have driven much of our agenda. We have been looking to take a more holistic view of risk management, partly in response to regulatory pressure so that we have an enterprise wide view of risk management that goes beyond the management of financial risks, such as credit risk, market risk and funding risk. I held a number of meetings with Barclays regulators in the UK and US during 2012 to discuss our approach to risk management and to understand better our regulators' areas of focus and how this might impact the remit of the Committee.

I continued this year to request that representatives from the business, that is, business unit employees with day-to-day operational responsibility for risk management, attend Committee meetings and present on specific issues. This provided the Committee with a valuable insight into how risk management principles are implemented in the business and gives a sense of the risk management culture in the business.

I submitted a report after each Committee meeting to the Board, to ensure that all Board members were aware of the Committee's areas of focus. I continued to liaise with Sir Michael Rake, Chairman of the Board Audit Committee, to ensure that both Committees had appropriate oversight of risk and control matters. I also met regularly with the Chief Risk Officer, the Chief Internal Auditor and the Group Treasurer. In July 2012, I joined the Board Remuneration Committee, which provides an opportunity for me to provide direct input into remuneration decisions from the perspective of risk management and control.

Committee composition, skills and experience

Membership of the Committee and attendance at meetings held in 2012 is set out opposite. The Committee individually and collectively has experience in finance and financial risk management and that experience and knowledge was strengthened further in late 2012 with the appointment of Tim Breedon to the Committee. More information on the skills and experience of the Committee members may be found in the Directors' biographies on pages 67-69. The Committee is keen to ensure that it has sufficient knowledge and information to be able to discharge its responsibilities effectively and during 2012, Committee members attended two specific briefing sessions, the first on operational risk management, in light of increased regulatory focus in this area, and the second an in-depth review of the Investment Bank's balance sheet.

Committee responsibilities and how they were discharged in 2012

During 2012, the Committee was responsible for:

- recommending to the Board the total level of risk the Group is prepared to take (risk appetite) to achieve the generation of shareholder value;
- monitoring risk appetite, including setting limits for individual types of risk, e.g., credit, market, funding risk and operational risk;
- monitoring the Group's risk profile;
- ensuring that management properly identifies principal risks and that they are being appropriately managed;

Table of Contents

i ensuring that risk is taken into account during the due diligence phase of any strategic transaction; and

i providing input from a risk perspective into the deliberations of the Board Remuneration Committee.

You can obtain the Committee's full terms of reference on the corporate governance section of Barclays website. More information on risk management and the internal control framework is included in the Directors' Report on pages 64-66 and in the Risk management section on pages 313-343.

The Committee met 10 times in 2012 and the chart opposite shows the way in which we allocated our time. Committee meetings were attended by management, including the Group Finance Director, Chief Internal Auditor, Chief Risk Officer and General Counsel. The external auditor also attended each meeting. From time to time, senior management below Board and Executive Committee level, including representatives of the risk management function at both Group and business unit level, attended meetings for specific items. The Chief Internal Auditor, in addition to providing input on risk and control matters presented to the Committee, also presented a regular, formal report on risk control issues.

The way in which the Committee discharged its responsibilities during 2012 is described below:

[Risk Profile/Risk Appetite](#)

We considered the following matters in 2012:

- i The Chief Risk Officer presented a quarterly Group Risk Profile Report, providing an update on credit, market, funding and liquidity and operational risk in each of Barclays main businesses. Given the continuing uncertainties in the Eurozone, our discussions focused primarily on the potential impact of the Eurozone debt crisis, Eurozone sovereign risk and redenomination risk in our European businesses. We received specific reports on Eurozone sovereign risk, including details of Barclays scenario planning in the event of a country exiting the Euro. In addition, we discussed the potential impact on our businesses of failure to resolve the US Fiscal Cliff. We were also updated on specific country risk for countries where the economic outlook may be worsening or where there is risk to our businesses arising from political instability;
- i The Group Treasurer provided a quarterly update on capital and liquidity. During 2012, given market conditions and the ongoing uncertainty in the Eurozone, we held two additional meetings specifically to discuss liquidity risk appetite and Barclays liquidity risk management framework. In view of the external environment, and taking into account the potential stresses on Barclays following the announcement of the penalties imposed relating to the industry-wide investigation into the setting of interbank offered rates, for a time over the summer we asked management to implement a revised liquidity risk management framework, in order to extend the time horizon period for Barclays liquidity and to reduce our overall balance sheet leverage. Also during 2012 we agreed to a revised limit framework for Barclays US repo business. Further details of Barclays liquidity risk management framework can be found in the Risk management section. The Group Treasurer also updated the Committee on regulatory changes in liquidity rules, on the introduction of new facilities, such as the Funding for Lending Scheme and on the potential impact of CRD IV;
- i We considered and approved the scenarios for Barclays internal stress testing exercise, including a reverse stress test, and later reviewed the results. The stress tests included a potential Eurozone break-up scenario. As in previous years, the stress testing exercises demonstrated that Barclays remains well-capitalised and profitable in a stress scenario; and
- i We considered risk appetite for 2013 and recommended it to the Board for approval. Taking a 1 in 7 scenario and a 1 in 25 scenario, we assessed the performance of agreed financial volatility parameters in those scenarios to establish if there are any potential constraints. While the financial volatility parameters are largely unchanged from the prior year, some were recalibrated. The proposed risk appetite for 2013 also allows for a higher level of non-credit losses, given the impact in 2012 of such losses, for example, product mis-selling redress. The Committee will monitor risk appetite for 2013 and may revisit it in light of the Transform Programme.

[Key Risk Issues](#)

Some of the other specific matters we considered in 2012 were:

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- j We undertook two specific country and business risk reviews in 2012. We reviewed our operations in India, where we primarily have Investment Banking business and support activities. From that discussion, we asked for loan to deposit ratios on a country by country basis to be reported to the Committee as a key indicator. We also reviewed our business in South Africa in view of the weak economic outlook there and the difficult political environment, which present a number of challenges, particularly in terms of operational risk management. The Committee was content with the actions being taken by management to address these challenges although asked to be kept informed of the progress of certain remediation programmes;

- j After the significant trading losses experienced at JPMorgan in 2012, we received a report from management on their understanding of what occurred in this incident and an assessment of the risk management systems and controls in place over any similar trading activity at Barclays. After due consideration, the Committee was satisfied with management's assessment that appropriate systems and controls are in place;

- j We received a regular report on the progress of the enhancements that are being made to risk management systems and controls in our Investment Bank business in the US. The Committee will continue to monitor progress in 2013;

- j In view of continuing weak global economic conditions, we were updated on Barclays credit rating strategy and on the potential impact on Barclays credit ratings should the UK's credit rating be downgraded. Having discussed and assessed the position, the Committee supported the recommended credit rating strategy and associated programme of engagement with ratings agencies;

- j Each year the Committee reviews Tax Risk. In early 2012, HMRC issued a statement concerning the tax treatment of a repurchase of debt by Barclays. In light of that announcement, in its discussion on Tax Risk the Committee focused on tax risk in Barclays Structured Capital Markets business and on the steps being taken to enhance Barclays compliance with both the letter and spirit of its obligations under the HMRC Code of Practice. After discussion and challenge, the Committee was satisfied with the actions being taken by management and asked to be promptly advised should tax risk limits require further review; and

Table of Contents

Corporate governance report

Accountability continued

Board Risk Committee Chairman's report continued

i We were updated on Barclays Leveraged Finance business, in particular, the performance of the portfolio and the level of refinancing risk, which has reduced since the end of 2011. Having reviewed the status, the Committee was content with the actions being taken by management to monitor and mitigate refinancing risk.

Internal Control and Risk Management Framework

The Committee conducted its annual review of the Group's internal control and risk management framework (GICAF) to ensure it remains fit for purpose and concluded that it remained so. More details on the GICAF and the Principal Risks Policy can be found in the Directors' Report on pages 64-66 and in the Risk management section on pages 313-343. During 2012, we were updated on conduct risk and the potential areas of focus for the Conduct Business Unit of the FSA. This new focus on conduct risk is likely to have an impact on Barclays Principal Risks Policy and we will assess how conduct risk is reflected in Barclays risk management framework.

The Committee spent a significant amount of time on operational risk matters in 2012, including a specific in-depth briefing session on operational risk and the development of our operational risk management framework. During the year we discussed the effectiveness of the operational risk control framework and whether Barclays control environment is effective relative to the size and complexity of the business. With input from Barclays Internal Audit, we subsequently looked in more detail at five businesses, Absa, Barclays Africa, Investment Bank US, Wealth & Investment Management US and Continental Europe, to assess the general control environment and the resulting levels of operational risk in the context of any growth plans for those businesses. We were satisfied that any growth plans for those businesses are appropriate to the control environment.

Due diligence

The Committee reviewed the due diligence process followed for the acquisition of certain portfolios from Edcon Proprietary Limited and ING Direct UK, to satisfy itself that the due diligence process in each case was thorough. This included reviewing the impact of each transaction on Barclays risk profile and risk appetite. In both cases, the Committee concluded that the due diligence process had been thorough and that the size and the impact of the acquisitions could be accommodated within the Group's agreed risk appetite.

Remuneration

The Committee provided input to the Board Remuneration Committee on the risk metrics to be used to determine financial performance and reviewed the risk function's view of performance, which was used to inform remuneration decisions for 2012. The risk perspective took into account specific matters, such as product mis-selling redress, the penalties relating to the industry-wide investigation into the setting of interbank offered rates and, at the Committee's request, internal control issues. The Remuneration Report on page 72 includes more detail on how risk is taken into account in remuneration decisions.

Committee Effectiveness

As part of the annual Board Effectiveness Review, the performance of the Committee is assessed. This year's review concluded that the Committee continues to operate effectively and there was a slight improvement in the overall score.

Priorities for 2013

I expect the Committee in 2013 to continue to focus on monitoring the risk to Barclays business from the ongoing weak economic conditions in its main geographies. We will also maintain our focus on capital and liquidity, particularly in view of the implementation of CRD IV. The Committee will also seek to understand and act upon any changes required to Barclays risk management framework that might arise as a consequence of the new regulatory regime in the UK.

David Booth

Chairman, Board Risk Committee

Table of Contents

Board Citizenship Committee Report

While retaining its responsibility for oversight of Barclays citizenship strategy, the Committee in 2013 will focus on developing Barclays approach to conduct risk.

Sir David Walker

Chairman, Board Citizenship Committee

Committee composition, skills and experience

The Committee was established in August 2011 and during 2012 was responsible for the oversight of Barclays conduct with regard to its corporate and societal obligations and its reputation as a responsible corporate citizen. The Committee was also responsible for:

- Reviewing and monitoring the effectiveness of Barclays citizenship strategy, including the management of significant reputational, social and environmental issues; and
- Ensuring the fulfilment of the Board's objective to protect and enhance the brand and reputation of Barclays and ensuring that Barclays is Treating Customers Fairly (TCF).

From the end of January 2013, the Committee was renamed the Board Conduct, Reputation and Operational Risk Committee. You can obtain the Committee's full terms of reference on the corporate governance section of Barclays website.

During 2012, the Committee comprised two non-executive Directors and the Chairman, who chaired the Committee. Membership of the Committee is set out opposite, together with attendance at meetings in 2012. Sir David Walker joined the Committee on his appointment to the Board on 1 September 2012 and took over as Chairman of the Committee on 1 November 2012. Tim Breedon joined the Committee with effect from 1 February 2013 and Diane de Saint Victor joined the Committee with effect from 1 March 2013.

Committee responsibilities and how they were discharged in 2012

The Committee met twice in 2012. The chart opposite shows how the Committee allocated its time at those meetings. During the year, the Committee conducted the following business:

- Reviewed the citizenship disclosure in the 2011 Annual Report;
- Received an update on Barclays citizenship strategy and discussed the five-year citizenship plan;
- Reviewed the plans for the 2012 Barclays Citizenship Day;
- Reviewed the activities of the Global Investment Committee, which manages Barclays community investment programme;
- Conducted in-depth reviews of regional citizenship activity in Barclays businesses in the UK, US and Africa;
- Received updates on specific areas of focus such as supply chain management, human rights, complaints and agricultural commodities trading;
- Reviewed and approved Barclays reputational risk control framework and policy; and
- Received an update on Barclays TCF agenda and discussed the progress made against objectives.

Committee Effectiveness

The performance of the Committee was reviewed as part of the Board Effectiveness Review. The review concluded that the Committee had operated effectively, although it was recognised that it was in its first full year of operation and its role and responsibilities will become more defined in future.

Priorities for 2013

With effect from 31 January 2013, the Committee's remit was broadened to include conduct, reputation and operational risk and it was renamed the Board Conduct, Reputation and Operational Risk Committee. It will retain responsibility for oversight of Barclays citizenship strategy. The Committee is expected to focus in 2013 on developing Barclays approach to conduct risk in the context of the UK regulator's new focus on conduct risk and outcomes for consumers.

Table of Contents

Corporate governance report

Relations with Shareholders

Shareholder type

Institutional

Barclays Investor Relations is dedicated to managing long term relationships with institutional investors and sell-side analysts. A structured Investor Relations programme is in place to ensure regular communication with shareholders and access to the Group Chief Executive and Group Finance Director as well as senior management from across the business.

Shareholders

Shareholder engagement is spread throughout the year, with particular focus around results periods, which provide the opportunity for regular dialogue with current and prospective investors. Approximately half of our investor engagement is conducted by executive management, with the remainder led by Barclays Investor Relations.

In addition to the global programme of investor meetings, Barclays also participates regularly in investor conferences designed to provide access to a wider audience. Barclays also hosts seminars for investors and analysts on business specific topics led by senior management. Relationships with sell-side analysts are maintained through regular dialogue with Investor Relations and formal briefings with executive management.

Views expressed by shareholders are communicated effectively to the Board. The Chairman and Senior Independent Director also meet regularly with Barclays larger shareholders to hear their views on corporate governance matters, including remuneration and Board composition.

Debt

A dedicated Debt Investor Relations team within Investor Relations was set up in the autumn of 2012, with the aim of proactively engaging with fixed income investors and credit analysts in a way that presents a single (equity and debt) face to the market. The team has led numerous meetings, including supporting Treasury in the global marketing of the Contingent Capital Notes issuance in November 2012, and is the primary contact for credit rating agencies.

Investors

The Debt Investor Relations team has also launched a new debt focused section in the Investor Relations section of Barclays website, which provides information on the Group's capital, funding and liquidity positions as well as credit ratings. During 2013, Debt Investor Relations will continue to work closely with Treasury to deliver structured, targeted and disciplined debt investor engagement.

Private

Barclays has a large private shareholder base and understands the need to treat all shareholders fairly, following industry best practice in terms of disclosure.

Shareholders

We recently re-consulted all of our private shareholders on how they would like to receive their shareholder information. We believe that communicating electronically with our shareholders ensures that they receive regular, up to date information about Barclays directly to their inbox. For example, we email all Barclays e-view members with our quarterly financial results and dividend information. They can also vote online for AGMs, view any transactions on their shareholding, instantly update their personal and bank details and receive an electronic dividend tax voucher. It is also beneficial for the environment and lowers costs for Barclays. We therefore actively encourage private shareholders to join Barclays e-view. Shareholders can sign up to Barclays e-view at www.eviewsignup.co.uk. We also encourage our private shareholders to hold their shares in Barclays Sharestore, where shares are held electronically in a cost-effective and secure environment.

We maintain a dedicated email address and Barclays Shareholder Helpline with our registrars so that our shareholders can easily contact them if they have any questions about their shareholding. In order to ensure that the registrar provides the highest quality of service to our shareholders, we regularly monitor their operational performance via monthly meetings at which management information on transactions undertaken by the registrar are discussed in detail, together with service level reports.

We are aware that, sometimes, shareholders do not keep their personal details on the shareholder register up to date. We recently conducted a tracing process using our search agent, Prosearch, to reunite over 24,000 Barclays Sharestore members identified by the registrar as having lost contact with us, with their shares and unclaimed dividends. As at 31 December 2012, we had returned £1.8m of unclaimed dividends to our shareholders.

A wide range of information for all our shareholders can be found on our website Barclays.com. We ensure that all documents produced for investor events are provided on the Investor Relations section of our website.

Private shareholders can discuss their concerns with us by email: privateshareholderrelations@barclays.com or in writing to Shareholder Relations at Barclays PLC, 1 Churchill Place, London E14 5HP.

Table of Contents

Remuneration

Sir John Sunderland, who became Chairman of the Remuneration Committee in July 2012, reports on the Board Remuneration Committee's activities during 2012 in the remuneration report on pages 72-103.

Relations with Shareholders

Understanding the views of shareholders

Part of the Chairman's responsibility is ensuring that there is effective communication with shareholders. The Chairman is in regular contact with institutional shareholders and reports back to the Board on any significant issues that are raised. The Group Chief Executive, Group Finance Director and Senior Independent Director also had regular contact with shareholders during 2012 and the Chairman of the Board Remuneration Committee also held a series of meetings with key shareholders to discuss the Group's remuneration structure and policy.

During 2012, the Board received the results of an investor audit, conducted by one of Barclays investor relations advisers, which set out views gathered from interviews with a number of Barclays investors on Barclays strategy, priorities, businesses, capital, funding and liquidity and management. It also provided a view on the outlook for stock market conditions. Directors receive a weekly briefing note from the Group Chief Executive, which includes share price and market information. Analyst notes are made available to Directors on a regular basis.

Engaging effectively with investors

Barclays understands the need to engage with its investors in a meaningful way and for such communication to be transparent to facilitate a mutual understanding of respective objectives. Interaction with investors falls into four main areas: institutional shareholders, debt investors, private shareholders and the AGM.

General shareholder information can be found on Barclays website, [Barclays.com/investor relations](http://Barclays.com/investor%20relations)

AGM

The Board as a whole understands the importance of communicating effectively with shareholders and is committed to the constructive use of the AGM to meet with shareholders, hear their views and to answer their questions. All Directors are required to attend the AGM. They all attended the 2012 AGM which was held on Friday, 27 April 2012. The Chairman as well as the Chairmen of the Board Committees were available to answer shareholders' questions. In accordance with best practice, all resolutions were considered on a poll, which was conducted by the registrar and monitored by independent scrutineers. The results, along with proxy votes lodged prior to the meeting, were made available on our website the same day. The votes cast at the meeting represented 60-67% of all the shares in issue and all resolutions were approved.

The 2013 AGM, will be held on Thursday, 25th April 2013 at the Royal Festival Hall in London. The Notice of AGM can be found in a separate document, which is sent out at least 20 working days before the meeting. The Notice of AGM and the accompanying circular, which sets out a clear explanation of each resolution to be proposed at the meeting, can also be found at www.Barclays.com/AGM. The resolutions will be considered on a poll and the results will be announced via the Regulatory News Service and made available on our website on the same day.

Shareholders unable to attend the AGM are encouraged to vote in advance of the meeting via [www.barclays.com/investor relations/vote](http://www.barclays.com/investor%20relations/vote). They may also submit questions to the Board by writing to Shareholder Relations at the address given above.

Statements of Compliance

UK Corporate Governance Code

As Barclays is listed on the London Stock Exchange, we comply with the UK Corporate Governance Code (the Code). A revised Code came into effect in 2012, applying to financial years beginning on or after 1 October 2012. Having adopted some of the provisions of the Code early, Barclays has chosen to report in this report as though the revised Code was in effect throughout 2012. For the year ended 31 December 2012, we have complied with the relevant provisions set out in

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the Code and applied the principles of the Code as described in this report, except as disclosed below:

j Provision A.2.1 of the Code requires that the roles of chairman and chief executive are not exercised by the same individual. For a period during July and August 2012, Barclays was without a Chief Executive and Marcus Agius, the then Chairman, became full-time Chairman and Chairman of the Executive Committee. The terms of Mr Agius's appointment as full-time Chairman provided that he could not exercise any executive powers without prior discussion with the Executive Committee. The appointment of Mr Agius as full-time Chairman was a short term measure pending the appointment of a new Chief Executive and, during this time, Barclays maintained a strong non-executive Director element on the Board, including a Deputy Chairman, who was appointed in July 2012.

j Provision D.2.2 of the Code requires that the remuneration committee should have delegated responsibility for setting remuneration for the Chairman. The remuneration for Sir David Walker, who was appointed as Chairman during 2012, was set by the non-executive Directors, led by Sir John Sunderland, Chairman of the Board Remuneration Committee, as part of the process of appointing the new Chairman. Barclays does not consider this to be any less effective than delegating the question of the Chairman's remuneration to the Board Remuneration Committee.

Provision C.3.7 of the Code requires that the external audit contract is put out to tender at least every ten years. This requirement is a new provision in the Code that applies for financial years beginning on or after 1 October 2012. Barclays external audit contract has not been re-tendered at any time in the past ten years. Given the complexity of the Barclays audit and the significant work that would be involved in putting the audit out to tender, Barclays is considering how it might comply with this provision in future, taking into account the non-binding transitional provisions suggested by the FRC which were issued along with the revised Code.

Further information on the Code can be found at www.frc.org.uk

Disclosure and Transparency Rules

Certain additional information that is required to be disclosed pursuant to DTR7.2.6 may be found in the Directors' Report on pages 62-66.

New York Stock Exchange (NYSE)

NYSE rules permit Barclays to follow UK corporate governance practices instead of those applied in the US, provided that any significant variations are explained. This explanation is contained in Barclays Form 20-F filing, which can be accessed from the Securities and Exchange Commission's (SEC) EDGAR database or via the website www.Barclays.com

Sir David Walker

Chairman

5 March 2013

barclays.com/annualreport

Barclays PLC Annual Report 2012 | 61

Table of Contents**Directors report****Principal Activities and Business Review**

Barclays is a major global financial services provider engaged in retail banking, credit cards, corporate and investment banking and wealth management, with an extensive international presence. The Group operates through branches, offices and subsidiaries in the UK and overseas.

The Directors are required to set out in this report a fair review of the business of the Group during the financial year ended 31 December 2012 and of the position of the Group at the end of the financial year and a description of the principal risks and uncertainties facing the Group (known as a Business Review). The purpose of the Business Review is to enable shareholders to assess how the Directors have performed their duties under section 172 of the Companies Act 2006 (to promote the success of the Company). The information that fulfils the requirements of the Business Review can be found in this report and the following sections of the Annual Report, which are incorporated into this report by reference.

	Pages
Group Chief Executive's review	8-9
What we want to be	10-11
How we will get there	12-13
How we create value	14
Business review	16-23
Group Finance Director's review	24-25
Financial review	197-224
Key performance indicators	198-201
Citizenship	30-31
People	71
Risk management	26-27, and 313-343
Risk factors	108-115

Other information that is relevant to the Directors' Report, and which is incorporated by reference into this report, can be located as follows:

	Pages
Likely future developments	4-23
Employee involvement	71
Policy concerning the employment of disabled persons	71
Financial instruments	252-270
Remuneration policy, including details of the remuneration of each Director and Directors' interests in shares	72-103
Corporate governance report	37-103
Rights and obligations attaching to shares	346-349
Restrictions on the transfer of securities	346-349
Restrictions on voting rights	346-349

Profit and dividends

The loss for the financial year, after taxation, was £236m (2011: £3,951m profit). The final dividend for 2012 of 3.5p per share will be paid on 15 March 2013 to shareholders whose names were on the Register of Members at the close of business on 22 February 2013. With the interim dividends totalling 1.0p per ordinary share, paid in June, September and December 2012, the total distribution for 2012 is 6.5p (2011: 6.0p) per ordinary share. The interim and final dividends for 2012 amounted to £793m (2011: £728m).

Board of Directors

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The names of the current Directors of Barclays PLC, along with their biographical details, are set out on pages 67-69 and are incorporated into this report by reference. Bob Diamond, Alison Carnwath and Marcus Agius left the Board with effect from 3 July 2012, 24 July 2012 and 31 October 2012 respectively. Sir David Walker, Antony Jenkins and Tim Breedon joined the Board on 1 September 2012, 30 August 2012 and 1 November 2012 respectively. There were no other changes to Directors in 2012. Diane de Saint Victor was appointed as a Director with effect from 1 March 2013.

Appointment and retirement of Directors

The appointment and replacement of Directors is governed by the Company's Articles of Association (the Articles), the UK Corporate Governance Code (the Code), the Companies Act 2006 and related legislation. The Articles may only be amended by a special resolution of the shareholders.

The Board has the power to appoint additional Directors or to fill a casual vacancy amongst the Directors. Under the Articles, any such Director holds office only until the next AGM and may offer himself/ herself for re-election. The Articles also require that at each AGM at least one-third (rounded down) of the Directors retire by rotation. The retiring Directors are eligible to stand for re-election. The Code recommends that all Directors of FTSE 350 companies should be subject to annual re-election, and all Directors will stand for election or re-election at the 2013 AGM with the exception of Sir Andrew Likierman, who having served on the Board for nine years, will retire at the 2013 AGM and will not offer himself for re-election.

Directors' indemnities

The Company maintains Directors' and Officers' liability insurance which gives appropriate cover for any legal action brought against its Directors. In addition, qualifying third party indemnity provisions (as defined by section 234 of the Companies Act 2006) were in force during the course of the financial year ended 31 December 2012 for the benefit of the then Directors and, at the date of this report, are in force for the benefit of the Directors in relation to certain losses and liabilities which they may incur (or have incurred) in connection with their duties, powers or office.

Creditor payment policy

Barclays policy follows the Department for Business, Innovation & Skills' Prompt Payment Code, copies of which can be obtained from the Prompt Payment Code website at www.promptpaymentcode.org.uk. The trade creditor payment days for Barclays Bank PLC for 2012 were 38 days (2011: 37 days). This is an arithmetical calculation based on the Companies Act regulations and does not necessarily reflect our practice, nor the experience of any individual creditor.

Note

a The 2011 figure is restated as the figure reported in the 2011 Directors' Report did not include data from all business divisions.

Table of Contents

Political donations

The Group did not give any money for political purposes in the UK or the rest of the EU nor did it make any political donations to political parties or other political organisations, or to any independent election candidates, or incur any political expenditure during the year. Absa Group Limited, in which the Group has a majority stake, made donations totalling £185,666 in 2012 (2011: £224,158) in accordance with its policy of making political donations to the major South African political parties as part of their Democracy Support Programme. The Group made no other political donations in 2012.

In accordance with the US Federal Election Campaign Act, Barclays provides administrative support to a federal Political Action Committee (PAC) in the USA funded by the voluntary political contributions of eligible Barclays employees. The PAC is not controlled by Barclays and all decisions regarding the amounts and recipients of contributions are guided by a steering committee comprised of eligible contributors. Contributions to political organisations reported by the PAC during the calendar year 2012 election cycle totalled \$63,564 (2011 \$43,436).

Charitable donations

Barclays provides funding and support to over 8,500 charities, voluntary organisations and social enterprises ranging from small local organisations, such as Bikeworks, which provides disadvantaged young people in London with training to help them develop key skills to find employment in the cycling industry, to international organisations such as CARE International. The Group committed £32.1m in support of the community in the UK (2011: £30.3m), including charitable donations of £22.5m (2011: £22.6m). Further information on our community involvement can be found on pages 30-31.

Environment

In 2011 we launched the Barclays Climate Action Programme – a four-year plan which focuses on addressing environmental issues where we believe we have the greatest potential to make a difference. The Programme focuses on managing our own carbon footprint and reducing our absolute carbon emissions, developing products and services to help enable the transition to a low-carbon economy, and managing the risks of climate change to our operations, clients, customers and society at large. We invest in improving the energy efficiency of our operations and offset the emissions remaining through the purchase of carbon credits. We also have a long standing commitment to managing the environmental and social risks associated with our lending practices, which is embedded into our Credit Risk processes. A governance structure is in place to facilitate clear dialogue across the business and with suppliers around issues of potential environmental and social risk. More details may be found on our website at www.barclays.com/citizenship.

We are currently preparing for the forthcoming mandatory carbon reporting regulations coming into force in April 2013, requiring all UK companies listed on the London Stock Exchange to disclose their global emissions in the Director's Report. We are awaiting the publication of the finalised requirements of the legislation by the UK Government but do not foresee any significant challenges in adhering to the new regulation.

Essential contracts or arrangements

There are no persons with whom the Group has contractual or other arrangements that are considered essential to the business of the Group.

Contracts of significance

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Barclays provided BlackRock, Inc. with customary warranties and indemnities in connection with the sale of Barclays Global Investors (BGI) to BlackRock, Inc. in 2009. Barclays continued to provide indemnities in respect of certain of BGI's fully collateralised securities lending activities until 30 November 2012 and will continue to provide support in respect of certain BGI cash funds until December 2013.

Research and development

In the ordinary course of business the Group develops new products and services in each of its business divisions.

Share capital

Share capital structure

The Company has Ordinary Shares in issue. The Company's Articles also allow for the issuance of Sterling, US Dollar, Euro and Yen preference shares (preference shares). No preference shares have been issued as at 28 February 2013 (the latest practicable date for inclusion in this report). Ordinary shares therefore represent 100% of the total issued share capital as at 31 December 2012 and at 28 February 2013. Details of the movement in Ordinary Share capital during the year can be found in Note 32 on page 289.

On 31 October 2008, Barclays PLC issued, in conjunction with a simultaneous issue of Reserve Capital Instruments issued by Barclays Bank PLC, warrants (the Warrants) to subscribe for up to 1,516.9 million new Ordinary Shares at a price of £1.97775. As at 31 December 2012 there were unexercised Warrants to subscribe for 379.2 million Ordinary Shares. On 13 February 2013 Barclays PLC and Barclays Bank PLC announced that they had entered into an agreement with Deutsche Bank AG and Goldman Sachs International (the Warrantholders) pursuant to which the Warrantholders had agreed to exercise in aggregate 379.2m outstanding Warrants. As a consequence of this agreement no other Warrants remain outstanding. Details of changes to the share capital structure which have taken place since the year end are detailed in Note 46 Events After the Balance Sheet Date.

Table of Contents

Directors report continued

Exercisability of rights under an employee share scheme

Employee Benefit Trusts (EBTs) operate in connection with certain of the Group's Employee Share Plans (Plans). The trustees of the EBTs may exercise all rights attached to the shares in accordance with their fiduciary duties other than as specifically restricted in the relevant Plan governing documents. The trustees of the EBTs have informed the Company that their normal policy is to abstain from voting in respect of the Barclays shares held in trust. The trustees of the Global Sharepurchase EBT and UK Sharepurchase EBTs may vote in respect of Barclays shares held in the EBTs, but only as instructed by participants in those Plans in respect of their Partnership shares and (when vested) Matching and Dividend shares. The trustees will not otherwise vote in respect of shares held in the Sharepurchase EBTs.

Special rights

There are no persons holding securities that carry special rights with regard to the control of the Company.

Substantial shareholders

Substantial shareholders do not have different voting rights from those of other shareholders. Information provided to the Company by substantial shareholders pursuant to the Financial Services Authority's (FSA) Disclosure and Transparency Rules (DTR) is published via a Regulatory Information Service and is available on the Company's website. As at 31 December 2012, the Company had been notified under Rule 5 of the DTR of the following holdings of voting rights in its shares.

<i>Person interested</i>	<i>Number of Barclays Shares</i>	<i>% of total voting rights attaching to issued share capital^a</i>
His Highness Sheikh Mansour Bin Zayed Al Nahyan ^b	858,546,492	7.02
Qatar Holding LLC ^c	813,964,552	6.65
BlackRock, Inc. ^d	805,969,166	7.06
Legal & General Group plc ^e	480,805,132	3.99
The Capital Group Companies Inc ^f	371,944,325	3.04

Notes

a The percentage of voting rights detailed above was calculated at the time of the relevant disclosures made in accordance with Rule 5 of the DTR.

b Total shown comprises (1) 758,437,618 shares that are legally owned by PCP Gulf Invest 3 Limited, which is wholly owned by Nexus Capital Investing Limited (NCIL). NCIL is in turn wholly owned by Abu Dhabi International United Investments LLC, which is in turn wholly owned by His Highness Sheikh Mansour Bin Zayed Al Nahyan (HHSM); and (2) 100,108,874 cash-settled options referencing ordinary shares that are legally owned by Yas Capital Limited (YCL), which is, in turn, wholly owned by HHSM. YCL has no right to acquire or exercise any voting rights in Barclays PLC. Following an increase during February 2013 in issued share capital to which voting rights are attached, the Company was notified on 4 March 2013 that, in aggregate, HHSM is indirectly interested in 783,509,699 ordinary shares, comprising 758,437,618 shares held by PCP Gulf Invest 3 Limited and 25,072,081 cash-settled options referencing ordinary shares held by YCL, representing 6.09% of total voting rights attaching to issued share capital.

c Qatar Holding LLC is wholly-owned by Qatar Investment Authority.

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d Total shown includes 8,003,236 contracts for difference to which voting rights are attached.

e Legal & General Group plc's interest is held by Legal & General Assurance (Pensions Management) Limited.

f The Capital Group Companies Inc (CG) holds its shares via CG management companies and funds. On 30 January 2013, the Company was notified that CG was interested in 492,653,250 shares, representing 4.02% of total voting rights attaching to issued share capital.

Powers of the Directors to issue or buy back the Company's shares

The powers of the Directors are determined by the Companies Act 2006 and the Company's Articles. The Directors are authorised to issue and allot shares, and to repurchase shares subject to annual shareholder approval at the AGM. Such authorities were granted by shareholders at the 2012 AGM. It will be proposed at the 2013 AGM that the Directors be granted new authorities to allot and buy-back shares.

Repurchase of shares

The company did not repurchase any of its Ordinary Shares during 2012 (2011: none). As at 28 February 2013, the Company had an unexpired authority to repurchase Ordinary Shares up to a maximum of 1,220,174,570 Ordinary Shares.

Change of control

Warrants issued by Barclays PLC provided that if there is a change of control of Barclays PLC following a takeover bid, Barclays PLC must (so far as legally possible) use all reasonable endeavours to cause the corporation which then controls Barclays PLC to execute a deed poll providing that holders of the Warrants shall have the right (during the period in which the Warrants are exercisable) to exercise the Warrants into the class and amount of shares and other securities and property receivable upon such a takeover by the holders of the number of Ordinary Shares as would have been issued on exercise of the Warrants had such Warrants been exercised immediately prior to the completion of such takeover. The Warrants contained provisions for the adjustment of the gross number of Ordinary Shares in the event of the occurrence of certain dilutive events including, amongst others, extraordinary dividends, bonus issues, alterations to the nominal value of Ordinary Shares and rights issues. All outstanding Warrants were exercised on 13 February 2013.

There are no other significant agreements to which the Company is a party that are affected by a change of control of the Company following a takeover bid. There are no agreements between the Company and its Directors or employees providing for compensation for loss of office or employment that occurs because of a takeover bid.

Risk management and internal control

The Directors have responsibility for ensuring that management maintain an effective system of risk management and internal control and for reviewing its effectiveness. Such a system is designed to manage rather than eliminate the risk of failure to achieve business objectives and can only provide reasonable and not absolute assurance against material misstatement or loss.

Barclays is committed to operating within a strong system of internal control that enables business to be transacted and risk taken without exposing itself to unacceptable potential losses or reputational damage. The Group Internal Control and Assurance Framework (GICAF) is the overarching framework that sets out Barclays approach to internal governance. It establishes the mechanisms and processes by which the Board directs the organisation, through setting the tone and expectations from the top, delegating its authority and monitoring compliance. The purpose of the GICAF is to identify and set minimum requirements in respect of the main risks to achieving the Group's strategic objectives and to provide reasonable assurance that internal controls are effective. The key elements of the Group's system of internal control, which is aligned to the recommendations of The Committee of Sponsoring Organizations of the Treadway Commission (COSO), are set out in the risk control frameworks relating to each of the Group's Key Risks and in the Group operational risk framework. As well as incorporating our internal requirements, these reflect material Group-wide legal and regulatory requirements relating to internal control and assurance. The GICAF is reviewed and approved on behalf of the Group Chief Executive by the Group Governance and Control Committee at least annually. The Board Risk Committee also reviews the GICAF annually.

Table of Contents

[Effectiveness of internal controls](#)

The Directors review the effectiveness of the system of internal control semi-annually. An internal control compliance certification process is conducted throughout the Group in support of this review. Key controls are also assessed on a regular basis for both design and operating effectiveness. Issues arising out of business division risk and control assessments are considered to identify pervasive themes. Where appropriate, individually significant issues or those affecting more than one business division may be categorised as having Group level significance and are reported to the Board Audit Committee via the Group Governance and Control Committee. The Board Audit Committee monitors resolution of any identified control issues of Group level significance through to a satisfactory conclusion. In addition, regular reports are made to the Board Audit Committee by management, internal audit and the finance, compliance and legal functions covering in particular financial controls, compliance and other operational controls.

[Risk management and internal control framework](#)

Processes are in place for identifying, evaluating and managing the significant risks facing the Group in accordance with the guidance Internal Control: Revised Guidance for Directors on the UK Corporate Governance Code published by the Financial Reporting Council (the Turnbull Guidance). These processes include an attestation procedure which requires all significant processes and identified material risks to be assessed and recorded, together with the related key controls by the Heads of Divisions, Businesses and Functions. As part of this, specific consideration is given to relevant information, including as a minimum, legal entities; any open control issues; any outstanding internal and external audit findings; regulatory reviews and any outstanding regulatory compliance matters; compliance with Group level policies; records of operational incidents and loss/risk events; experience of all types of fraud; and any other material control-related matters that have been raised either by management or via independent/external review. The status of any remediation in connection with these matters is also considered. The results of this attestation procedure were reported to the Board Audit Committee in February 2013, when it was noted that although several of the Group Key Risk Owner attestations received refer to outstanding control design/operating effectiveness issues, these had all been assessed against risk appetite and none of these had prevented the Heads of Divisions, Businesses or Functions from providing a Turnbull statement. All these issues had identified remediation tasks and attributed timescales for resolution (or timescales being determined).

The Board regularly reviews these processes through its principal Board Committees. Regular risk reports are made to the Board covering risks of Group significance including credit risk, market risk, funding risk, operational risk and legal risk. The Board Risk Committee receives reports covering the Principal Risks as well as reports on risk measurement methodologies and risk appetite. Further details of risk management procedures are given in the Risk management section on pages 313-343.

As discussed in the Risk management section of the Annual Report a number of matters were public during the course of 2012 which related to failings in the design and/or operation of certain controls other than those over financial reporting. Whilst the matters were disclosed in 2012, the failings giving rise to those issues occurred in prior periods. Management has reviewed the specific control processes impacted and concluded that these are now designed and operating effectively. Areas of ongoing control remediation are not considered to constitute material control failings.

[Controls over financial reporting](#)

A framework of disclosure controls and procedures is in place to support the approval of the Group's financial statements. The Legal and Technical Review Committee is responsible for reviewing the Group's financial reports and disclosures to ensure that they have been subject to adequate verification and comply with legal and technical requirements, and reports its conclusions to the Disclosure Committee. The Disclosure Committee, which is chaired by the Group Finance Director, considers the content, accuracy and tone of the disclosures, reporting its conclusions to the Group Executive Committee and the Board Audit Committee, both of which review its conclusions and provide further challenge. Finally, the Board reviews and approves results announcements and the Annual Report for publication and ensures that appropriate disclosures have been made. This governance process is in place to ensure both management and the Board are given sufficient opportunity to review and challenge the Group's financial statements and other significant disclosures before they are made public. It also provides assurance for the Group Chief Executive and Group Finance Director when providing certifications as required under the Sarbanes-Oxley Act 2002 and recommended by the Turnbull Guidance.

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Throughout the year ended 31 December 2012, and to date, the Group has operated a system of risk management and internal control which provides reasonable assurance of effective and efficient operations covering all controls, including financial and operational controls and compliance with laws and regulations.

[Management's report on internal control over financial reporting](#)

Management is responsible for establishing and maintaining adequate internal control over financial reporting. Internal control over financial reporting is a process designed under the supervision of the principal executive and principal financial officers to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external reporting purposes in accordance with International Financial Reporting Standards (IFRS) as adopted by the European Union and the International Accounting Standards Board (IASB).

Internal control over financial reporting includes policies and procedures that pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect transactions and dispositions of assets; provide reasonable assurances that transactions are recorded as necessary to permit preparation of financial statements in accordance with IFRS and that receipts and expenditures are being made only in accordance with authorisations of management and the respective Directors; and provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use or disposition of assets that could have a material effect on the financial statements.

Internal control systems, no matter how well designed, have inherent limitations and may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that internal controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

Table of Contents

Directors report continued

Management has assessed the effectiveness of internal control over financial reporting as of 31 December 2012. In making its assessment, management has utilised the criteria set forth by COSO. Management concluded that, based on its assessment, the internal control over financial reporting was effective as of 31 December 2012. Our independent registered public accounting firm has issued a report on the Group's internal control over financial reporting, which is set out on page 230.

The system of internal financial and operational controls is also subject to regulatory oversight in the UK and overseas. Further information on supervision by the financial services regulators is provided under Supervision and Regulation in the Risk review section on pages 190-195.

Changes in internal control over financial reporting

There have been no changes in the Group's internal control over financial reporting that occurred during the period covered by this report which have materially affected or are reasonably likely to materially affect the Group's internal control over financial reporting.

Going concern

The Group's business activities and financial position, the factors likely to affect its future development and performance, and its objectives and policies in managing the financial risk to which it is exposed and its capital are discussed in the Business Review and Risk Management section.

The Directors have assessed, in the light of current and anticipated economic conditions, the Group's ability to continue as a going concern. The Directors confirm they are satisfied that the Company and the Group have adequate resources to continue in business for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis for preparing accounts.

Disclosure of information to auditor

Each Director confirms that, so far as he/she is aware, there is no relevant audit information of which the Company's auditors are unaware and that each Director has taken all the steps that he/she ought to have taken as a Director to make himself/herself aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

Directors Responsibilities

The following statement, which should be read in conjunction with the Auditors' report set out on page 229, is made with a view to distinguishing for shareholders the respective responsibilities of the Directors and of the auditors in relation to the accounts.

The Directors are required by the Companies Act 2006 to prepare accounts for each financial year and, with regards to Group accounts, in accordance with Article 4 of the IAS Regulation. The Directors have prepared individual accounts in accordance with IFRS as adopted by the EU. The accounts are required by law and IFRS to present fairly the financial position of the Company and the Group and the performance for that period. The Companies Act 2006 provides, in relation to such accounts, that references to accounts giving a true and fair view are references to fair presentation.

The Directors consider that, in preparing the accounts on pages 231-311, and the additional information contained on pages 116-195, the Group has used appropriate accounting policies, supported by reasonable judgements and estimates, and that all accounting standards which they consider to be applicable have been followed.

Having taken all the matters considered by the Board and brought to the attention of the Board during the year into account, the Directors are satisfied that the annual report and accounts, taken as a whole, is fair, balanced and understandable, and provides the information necessary for shareholders to assess the Company's performance, business and model.

The Directors have responsibility for ensuring that the Company and the Group keep accounting records which disclose with reasonable accuracy the financial position of the Company and the Group and which enable them to ensure that the accounts comply with the Companies Act 2006.

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The Directors are responsible for the maintenance and integrity of the Company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Directors have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the Group and to prevent and detect fraud and other irregularities.

The Directors confirm to the best of their knowledge that:

(a) The financial statements, prepared in accordance with the applicable set of accounting standards, give a true and fair view of the assets, liabilities, financial position and profit or loss of Barclays PLC and the undertakings included in the consolidation taken as a whole; and

(b) The management report, which is incorporated into the Directors' Report on pages 62-66, includes a fair review of the development and performance of the business and the position of Barclays PLC and the undertakings included in the consolidation taken as a whole, together with a description of the principal risks and uncertainties that they face.

By order of the Board

Lawrence Dickinson

Company Secretary

5 March 2013

Barclays PLC

Registered in England, Company No. 48839

Table of Contents

Board of Directors

1. Sir David Walker (73)

Chairman

Skills and experience

Sir David joined the Board as a non-executive Director on 1 September 2012, and was appointed as Chairman on 1 November 2012. He began his career in 1961 with Her Majesty's Treasury, where, with a period on secondment to the International Monetary Fund in Washington (1969-1973), he served until 1977. From 1977-1993, Sir David held several key positions at the Bank of England where, in 1981, he became one of four Executive Directors of the Bank. From 1988-92 he was Chairman of the Securities & Investment Board and, ex officio, a nominated member of the Council of Lloyd's over the same period. He was a non-executive member of the Court of the Bank of England from 1988-1993. Sir David was a non-executive board member of the former CEBG and subsequently of National Power plc between 1984 and 1994. He was formerly Chairman of Reuters Venture Capital, Vice-Chairman of the Legal and General Group and was Chairman of the London Investment Bankers' Association for four years until June 2004. Sir David joined Morgan Stanley in 1994, where he was Chairman and CEO, Morgan Stanley International, and subsequently Chairman. At the end of 2005, he retired as Chairman but remained a Senior Advisor until the end of August 2012.

Since 2007 Sir David has completed two reports and made recommendations in respect of the private equity industry and corporate governance at financial institutions. He also co-led the independent review of the report that the FSA produced into the failure of Royal Bank of Scotland and was a member of the four-person Committee chaired by Lord Woolf (former Lord Chief Justice) into ethical business conduct in BAE Systems plc, which

reported in May 2008.

Other principal external appointments

Sir David has been a member of the Group of Thirty (G30) since 1993; he is a trustee of the Group and was Treasurer from 1997-2004. He is also a trustee of the Cicely Saunders Foundation and was Chairman of the Business Leaders Group of the East End charity Community Links from 1995-2011.

Committee membership

Member of the Board Remuneration Committee, the Board Corporate Governance & Nominations Committee and the Board Conduct, Reputation and Operational Risk Committee since 1 September 2012; Chairman of the Board Corporate Governance and Nominations Committee and Board Conduct, Reputation and Operational Risk Committee since 1 November 2012; Chairman of the Board Enterprise Wide Risk Committee since its formation in January 2013.

Table of Contents

Board of Directors continued

2. Antony Jenkins (51)

Group Chief Executive; Executive Director

Skills and experience

Antony was appointed Group Chief Executive on 30 August 2012, having previously been Chief Executive of Barclays Retail and Business Banking business since November 2009. He started his career at Barclays in 1983, where he completed the Barclays Management Development Programme before going on to hold various roles in retail and corporate banking. He moved to Citigroup in 1989, working in both London and New York. In January 2006, he rejoined Barclays as Chief Executive of Barclaycard, where he led a revival in the fortunes of the business. He joined the Barclays Executive Committee in November 2009.

Other principal external appointments

Member of the Board of Directors of the Institute of International Finance from February 2013. Between February 2009 and February 2013, Antony represented Barclays as a Non-executive Director on the Board of Absa, the Group's South African banking subsidiary. He was also on the Board of Visa Europe Ltd between October 2008 and December 2011.

Committee membership

Chairman of the Group Executive Committee

3. David Booth (58)

Non-executive Director

Skills and experience

David joined the Board in May 2007 as a non-executive Director. David has extensive banking industry knowledge and experience, having previously been employed by Morgan Stanley from 1982 to 1992, and again from 1995 to 1997. David held various key positions within the company, including Head of Government Bond Trading, Head of Mortgage Trading, Sales and Finance and Head of Global Operations and Technology. Having retired from the Management Committee of Morgan Stanley in 1997, David now manages his own venture capital investments.

Other principal external appointments

President of East Ferry Investors, Inc.

Committee membership

Chairman of the Board Financial Risk Committee since January 2010 (member since January 2008); Member of Board Corporate Governance and Nominations Committee since January 2010; Member of the Board Remuneration Committee since July 2012; Member of the Board Enterprise Wide Risk Committee since its formation in January 2013.

4. Tim Breedon (55)

Non-executive Director

Skills and experience

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Tim was appointed to the Board as a non-executive Director with effect from 1 November 2012. He was Group Chief Executive of Legal & General Group plc (L&G), until June 2012. Tim joined L&G in 1987, holding a number of roles before joining the board as Group Director (Investments) in 2002 and becoming Group Chief Executive in 2006. He remained an adviser to L&G, primarily with responsibilities in connection with Solvency II, until 31 December 2012.

Other principal external appointments

Tim served as Chairman of the Association of British Insurers (ABI) between July 2010 and July 2012, having been a director since 2007. He was also chairman of the UK Government's non-bank lending taskforce, an industry-led taskforce that looked at the structural and behavioural barriers to the development of alternative debt markets in the UK, reporting its conclusions and recommendations in March 2012. Tim was a Director of the Financial Reporting Council from 2004 to 2007. He also served as a Director on the Board of the Investment Management Association between 2004 and 2005. Non-executive Director at the Ministry of Justice since December 2012.

Committee membership

Member of the Board Financial Risk Committee and the Board Remuneration Committee with effect from 1 December 2012; Member of the Board Conduct, Reputation and Operational Risk Committee with effect from 1 February 2013; Member of the Board Audit Committee with effect from 1 March 2013.

5. Fulvio Conti (65)

Non-executive Director

Skills and experience

Fulvio joined the Board in April 2006 as a non-executive Director. Fulvio has significant financial and business experience from a career spanning over 35 years, and is currently CEO and General Manager of Enel SpA, the Italian energy company, where he was previously Chief Financial Officer from 1999 to 2005. During his career, Fulvio held the role of General Manager and CFO of Telecom Italia SpA from 1996-1998 and CFO for various private and government owned entities in Italy, was in charge of finance at Montedison-Compart, and was CFO of Montecatini. He has also held positions in finance and operations in various affiliates of Mobil Oil Corporation in Italy and Europe, where he spent his initial career spanning over 20 years.

Other principal external appointments

Director of ENDESA SA since June 2009; Director of AON PLC since January 2008; Director of the Italian Institute of Technology since October 2011; President of Eurelectric since June 2011; Independent Director of RCS MediaGroup S.p.A. since April 2012 and Vice President of Confindustria since June 2012.

Committee membership

Member of the Board Audit Committee since September 2006.

6. Simon Fraser (53)

Non-executive Director

Skills and experience

Simon joined the Board in March 2009 as a non-executive Director. He has extensive experience of the fund management industry, having started his career at Fidelity International where he spent 27 years. During this time, Simon was President of the Investment Solutions Group and President of the Retirement Institute. He held a number of other positions during his time at Fidelity International, including President, European & UK Institutional Business, Global Chief Investment Officer, Chief Investment Officer for Asia Pacific and Chief Investment Officer of the European Investment Group.

Other principal external appointments

Director of Fidelity European Values PLC since July 2002; Director of Fidelity Japanese Values PLC since May 2000; Chairman of The Merchants Trust PLC since May 2010; Chairman of Foreign & Colonial Investment Trust PLC since May 2010; Non-executive Director of Ashmore Group Plc since February 2012.

Committee membership

Member of the Board Audit Committee since May 2009; Member of the Board Remuneration Committee since May 2009.

7. Reuben Jeffery III (59)

Non-executive Director

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Skills and experience

Reuben joined the Board in July 2009 as a non-executive Director. Reuben has been CEO of Rockefeller & Co., Inc. since 2010 and has a broad range of banking and government experience. He previously served in the US government as Under Secretary of State for Economic, Energy and Agricultural Affairs (2007-2009), as Chairman of the Commodity Futures Trading Commission (2005-2007); and as a Special assistant to the President on the staff of the National Security Council (2004-2005). Previous to his government service, Reuben spent eighteen years at Goldman, Sachs & Co. (1983-2001) where he was managing partner of Goldman Sachs in Paris (1997-2001) and led the firm's European Financial Institutions Group in London (1992-1997). Prior to joining Goldman Sachs, Reuben was a corporate attorney with Davis Polk & Wardwell.

Other principal external appointments

Member of the International Advisory Council of the China Securities Regulatory Commission; Member of the Advisory Board of TowerBrook Capital Partners LP; Member of the Board of Directors of the Financial Services Volunteer Corps.

Committee membership

Member of the Board Financial Risk Committee since January 2010.

Table of Contents

8. Chris Lucas (52)

Group Finance Director; Executive Director

Skills and experience

Chris was appointed Group Finance Director and became a member of the Executive Committee in April 2007. He is responsible for a number of Group functions including Finance, Investor Relations, Treasury, Tax, Corporate Development and Corporate Secretariat. Chris joined Barclays from PricewaterhouseCoopers LLP, where he was UK Head of Financial Services and Global Head of Banking and Capital Markets. Chris has an extensive finance and accounting background, having spent most of his career working across financial services, including three years in New York as Head of the US Banking Audit Practice for Barclays for the 1999-2004 financial years and subsequently held similar roles for other global financial services organisations. Chris has announced that he has decided to retire from the Company and has agreed to remain in his role until a successor has been appointed and an appropriate handover has been completed. It is expected that this process will take a considerable time to complete.

Other principal external appointments

None held.

9. Sir Andrew Likierman (69)

Non-executive Director

Skills and experience:

Sir Andrew joined the Board in September 2004 as a non-executive Director. He has wide ranging experience within both public and private sectors and academia, and is currently Dean of the London Business School and Chairman of the National Audit Office. Sir Andrew has held a number of high-profile roles, including 10 years spent as Managing Director, Financial Management, Reporting and Audit and Head of the Government Accountancy Service at HM Treasury. Sir Andrew also has a wealth of non-executive experience that includes serving as a non-executive Director of the Bank of England. In his professional capacity, Andrew has held the presidency of the Chartered Institute of Management Accountants, served as a member of the Financial Reporting Council for several years and was a member of the Cadbury Committee on UK Corporate Governance. Sir Andrew will retire from the Board at the 2013 AGM, having completed nine years service on the Board this year.

Other principal external appointments:

Trustee of the Institute for Government since September 2008; Chairman of

Applied Intellectual Capital Inc. (2006-2008); Non-executive Director of the Bank of England (2004-2008); Non-executive Director and Vice-Chairman of the Tavistock and Portman NHS Trust (2004-2008).

Committee membership:

Member of the Board Audit Committee since September 2004; Member of the Board Financial Risk Committee since September 2004.

10. Dambisa Moyo (44)

Non-executive Director

Skills and experience:

Dambisa joined the Board in May 2010 as a non-executive Director. She is an international economist and commentator on the global economy, with a background in financial services. Dambisa worked for the World Bank from 1993 to 1995. After completing a PhD in Economics, she worked for Goldman Sachs for eight years until November 2008 in the debt capital markets, hedge funds coverage and global macroeconomics teams.

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Other principal external appointments:

Non-executive Director of SABMiller PLC since June 2009; Non-executive Director of Barrick Gold Corporation since April 2011; Non-Executive Director of Lundin Petroleum AB (publ) until May 2012.

Committee membership:

Member of the Board Financial Risk Committee since 2010; Member of the Board Conduct, Reputation and Operational Risk Committee since August 2011.

11. Sir Michael Rake (65)

Deputy Chairman and Senior Independent Director

Skills and experience:

Sir Michael joined the Board in January 2008 as a non-executive Director, and was appointed Senior Independent Director in October 2011 and Deputy Chairman in July 2012. Sir Michael has significant non-executive experience, both as a chairman and board member of listed companies. With over 30 years spent with KPMG, Sir Michael has substantial financial and commercial experience gained in Continental Europe and the Middle East. He was Senior Partner of the UK firm from 1998-2002 and Chairman of KPMG International from 2002-2007.

Other principal external appointments:

Chairman of BT Group plc since 2007; Chairman of easyjet Plc since January 2010 (Deputy Chairman June 2009-December 2009); Director of the Financial Reporting Council (2007-2011); Director of the McGraw-Hill Companies since 2007; Chairman of the UK Commission for Employment and Skills (2007-2010); Chairman of Business in the Community (2004-2007).

Committee membership:

Chairman of the Board Audit Committee since March 2009 (member since January 2008); Member of the Board Financial Risk Committee since May 2009; Member of Board Corporate Governance and Nominations Committee since May 2009; Member of the Board Enterprise Wide Risk Committee since its formation in January 2013.

12. Sir John Sunderland (67)

Non-executive Director

Skills and experience:

Sir John joined the Board in June 2005 as a non-executive Director. He has extensive business and Board level experience, having spent forty years with Cadbury Schweppes PLC, where he became Chief Executive in 1996 and subsequently Chairman in 2003. Sir John has significant experience as a Director of UK listed companies, and has also held a number of similar positions in trade and professional bodies, including the Confederation of British Industry and the Chartered Management Institute.

Other principal external appointments:

Chairman of Merlin Entertainments Limited since December 2009; Director of the Financial Reporting Council from 2004 to 2011; Adviser to CVC Capital Partners; Association Member of BUPA; Governor of Reading University Council; Chancellor of Aston University; non-executive Director of AFC Energy plc; Deputy President of the Chartered Management Institute until 2009 (President 2007-2008); Deputy President of the CBI until June 2008 (former member and President).

Committee membership:

Member of the Board Remuneration Committee in 2005 (Chairman since July 2012); Member of the Board Corporate Governance and Nominations Committee since 2006, Member of the Board Conduct, Reputation and Operational Risk Committee since August 2011; Member of the Board Enterprise Wide Risk Committee since its formation in January 2013.

13. Diane de Saint Victor (58)

Non-executive Director

Skills and experience:

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Diane was appointed as a non-executive Director with effect from 1 March 2013. She is currently General Counsel and Company Secretary and a member of the Group Executive Committee of ABB Limited (ABB), the publicly listed international power and automation technologies company based in Switzerland, where her responsibilities include Head of Legal and Integrity Group. She was formerly Senior Vice President and General Counsel of EADS, the European aerospace and defence company.

Other principal external appointments:

None held

Committee Membership:

Member of the Board Conduct, Reputation and Operational risk Committee with effect from 1 March 2013.

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Barclays PLC Annual Report 2012 I 69

Table of Contents

Executive Committee

1. Antony Jenkins

Group Chief Executive

2. Chris Lucas

Group Finance Director

3. Robert Le Blanc

Chief Risk Officer

4. Mark Harding

Group General Counsel

5. Thomas L. Kalaris

Chief Executive, Wealth and Investment

Management and Executive Chairman

of Barclays in the Americas

6. Maria Ramos

Chief Executive, Absa Group

and Barclays Africa

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7. Rich Ricci

Chief Executive of Corporate
and Investment Banking

8. Valerie Soranno Keating

CEO, Barclaycard

9. Ashok Vaswani

CEO, Retail and Business Banking

10. Sir Hector Sants

Head of Compliance and Government
and Regulatory Relations

Table of Contents

People

Throughout the challenges faced by Barclays during 2012 our colleagues have showed tremendous resilience and resolve in the face of external criticism and uncertainty. Colleagues continue to rise to these challenges and embrace ways of working that are aligned to the new values and behaviours. They welcome the Transform Programme and the chance to become the Go-To bank.

We recognise that it is our colleagues who will implement our plans to deliver the Go-To bank. By living our values every day they will make Barclays the bank we want it to be, a place where people want to join and a place where colleagues want to stay and develop their careers.

Successful employment relationships are built on mutual benefit and trust, and a more engaged workforce is always a more productive one. We build trust through regular two-way communications, both informally, and through our Employee Opinion Surveys. These help us understand our colleagues' views and concerns, and enable us to take their views into account as we deliver the Go-To ambition.

The 2012 Employee Opinion Survey was completed by 84% of our colleagues in advance of the announcement of the penalties in respect of LIBOR and EURIBOR rates. For the first time, we asked the same core set of questions across all our divisions, which will allow us to measure our progress going forward. These include whether our people feel proud to work for Barclays, would recommend it as a place to work, and whether they believe in the goals and objectives of the company. Collectively, these questions allow us to understand the degree to which employees are engaged with the company. The overall score for engagement was 73%, which is broadly in-line with the global benchmarks. The continuation of regular and open dialogue between the Group Chief Executive and the Executive Committee and colleagues, in events such as regular global Town Halls, will be important in ensuring colleagues are well informed, understand the bank's objectives and remain engaged and connected with the future of Barclays.

Our Partnership approach to industrial relations where we have maintained regular and constructive dialogue with more than 30 unions, works councils and staff associations across the globe, plays a key role in building and maintaining trust with our colleagues. Where we have had to restructure our business and this has resulted in job losses, we have worked closely with employee representatives to avoid compulsory redundancies where possible, ensuring colleagues leaving Barclays have been supported and treated with respect.

Barclays colleagues remain focused on serving customers and clients as reflected in our 2012 business results. This focus is supported by a distinctive culture underpinned by a common purpose, and clearly articulated set of values and behaviours. We believe that leadership behaviour drives culture, which in turn impacts all aspects of organisational performance. A group of Barclays Values Leaders from all businesses and levels will deliver Barclays Purpose and Values training to all employees. In addition a group-wide, standard and assured induction will be designed and implemented to ensure our colleagues will understand and be engaged in who we are and how we work together.

We will assess business unit and individual performance against our goals through a balanced scorecard for the bank. This will measure not just what we deliver, but also how we do business, our impact as a company, and adherence to our values.

Our People processes, specifically those linked to Performance Management, Reward, Talent (including promotions and mobility), Leadership and Learning are subject to increased focus and, where appropriate, standardisation, as we devise clear strategies for each to support the Transform Programme and strongly reflect the Barclays Values and Behaviours. We will continue to base variable remuneration on individuals' performance ratings and the performance of their business. We will also continue to encourage our people to be involved and to share in our success by regularly inviting them to participate in our

employee share plans. Further details of our approach to remuneration are included in the Remuneration Report on pages 72-103.

We have established a global Diversity and Inclusion strategy to create an environment that ensures we treat people fairly and understand how to let people from all backgrounds feel able to contribute to Barclays.

We have clear objectives to: increase representation and decrease turnover of under-represented populations at senior levels; maintain a positive climate of inclusion and engagement; and increase external recognition as a diverse and inclusive organisation. We have a wide range of initiatives in place to achieve our mission, including training for all employees, workplace and working practice adjustments for persons with disabilities, and identification of high potential women with relevant programmes to support their career development and retention.

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We are proud that many of our initiatives have received external recognition around the world. Examples of this external recognition include being ranked second in the UK Business Disability Forum benchmark and our Cultural Diversity Network being awarded Network of the Year by Race for Opportunity. We recognise there is more to be accomplished and will focus on the following priorities for 2013 and beyond:

- Full scale deployment of our Unconscious Bias programme to our global Managing Director population;
- Continued momentum towards our 2015 Board-level female representation target of 25%; and
- Identifying opportunities to make lives easier for diverse customers, following the success of initiatives such as Talking ATMs in 2012.

We continue to provide a range of opportunities and tailored training programmes for graduates – recruiting a total of 1,100 graduates during 2012 onto our global graduate programmes. We also continued to play an active role in addressing societal challenges around employability in 2012. For instance, our innovative Apprenticeship Programme, which seeks to contribute to addressing the problem of youth unemployment in the UK, has recently recruited its 500th apprentice. We are committed to recruiting a total of 1,000 apprentices by the middle of 2013. The Big Barclays Apprentice Conversation was an event that provided our apprentices the opportunity to meet and speak with senior leaders, including the Executive Committee and Antony Jenkins. Providing this two-way exchange of ideas and views will help us tailor our programme for future years and provided a valuable insight into the drivers and motivations of an important talent pool and customer base.

FTE by region

	2012	2011	2010
UK	55,300	56,100	58,100
Africa & Middle East	45,200	47,900	50,400
Continental Europe	11,100	11,600	13,600
Americas	11,100	10,900	11,500
Asia Pacific	16,500	14,600	13,900
Total	139,200	141,100	147,500

Global employment statistics

%

Table of Contents

[Remuneration report](#)

Statement from the Chairman of the Board Remuneration Committee

Current Remuneration Committee members

Chairman

Sir John Sunderland

Members

Sir David Walker

Simon Fraser

David Booth

Tim Breedon

2012 Remuneration

While underlying financial performance has significantly improved, we have materially reduced remuneration. Variable remuneration has been reduced overall by 16% and fixed remuneration by 7% year on year.

Remuneration as a proportion of adjusted profit before tax and adjusted net operating income is down significantly, as are average individual bonus levels. We have made substantial reductions in remuneration, including clawing back £300m of unvested deferred and long term incentive awards and risk adjustments of £860m to our 2012 incentives pool to reflect the LIBOR investigation and other risk issues in 2012. Our deferral rates significantly exceed FSA requirements.

The Barclays Long Term Incentive Plan has been restricted in 2013 to our most senior employees. The performance condition will include financial and risk measures along with other measures from a balanced scorecard. After vesting a new two year holding period will apply to extend the plan to five years in total. We have also introduced new shareholding requirements for executive Directors and senior executives.

These actions represent a major repositioning of Barclays remuneration and demonstrate our determination to pay no more than necessary, while remaining competitive.

Priorities for 2013

We will continue to make sustainable reductions in remuneration levels while retaining the talent needed to execute the Board's strategy.

- ; Performance assessments and performance related remuneration will reflect both what and how business results are achieved.
- ; We will maintain a frequent, frank and constructive dialogue with our shareholders and regulators on remuneration matters, as we have in 2012.
- ; Our new remuneration policy will protect and promote shareholders' interests.

Dear shareholder

As Chairman of the Board Remuneration Committee I am pleased to introduce the Directors' Remuneration Report for 2012.

I hope that 2012 will be seen as a turning point in the way Barclays approaches remuneration. For 2012 and in future we are taking a different approach to the balance between Directors' and employees' remuneration, and returns for shareholders. We have been justifiably criticised for failures to engage effectively with and explain our decisions to shareholders and the wider public, as well as on some occasions being criticised for the decisions themselves.

Reports of this kind tend towards standard disclosures and language. It is true, but arguably not very illuminating, to say that our role as a Committee is to ensure that Barclays is able to motivate, retain and incentivise the people needed to deliver the Board's strategy. We need to go further, and explain that while discharging this role we must also ensure that we pay no more than necessary to achieve Barclays objectives, and that we eliminate undeserved remuneration and that by doing so we protect and promote the interests of our shareholders. We must do all this on the basis of transparent compliance and engagement with our regulators.

On pages 74 and 75 we set out what we know will be some of our shareholders' most pressing questions and concerns. Our answers are set out there and expanded upon in subsequent sections of this report.

Table of Contents

Business context in 2012

Despite challenging economic conditions, 2012 saw Group adjusted income increase by 2% and Group adjusted profit before tax increase by 26% on 2011 levels. Adjusted return on average shareholders' equity increased to 7.8% (2011: 6.6%).

Despite this strong financial performance a number of significant risk and compliance issues hit Barclays during the year. The LIBOR investigation and other issues including PPI and interest rate hedging products redress resulted in a loss of confidence in the bank, financial penalties, and the resignations of both Marcus Agius and Bob Diamond among other senior executives.

We have marked these failings by significant risk adjustments to the 2012 incentives pool and to individual remuneration decisions. We made reductions of £860m to the 2012 incentives pool and a further £300m has been clawed back from unvested deferred and long term incentive awards. These decisions show our commitment to link pay to performance and to align remuneration with risk. Performance should be measured not just in financial terms but also in terms of behaviour, sustainability, risk management and long term value creation.

Remuneration Committee work in 2012

A summary of the key subject areas covered at the Committee's 2012 meetings can be found on page 95. We have reviewed and changed our policies. We have carefully considered our total remuneration spend, the structure of remuneration and individual decisions. In addition to incentive awards and funding we have focused on broader remuneration design, frameworks and policy, and regulatory and risk issues.

We have reviewed and adopted a new remuneration policy. This reflects the direction of Barclays more broadly under the Transform Programme led by Antony Jenkins, and the adoption across the whole Group of a new statement of Barclays Purpose and Values.

We have made significant reductions to our remuneration costs both in absolute terms and relative to adjusted net operating income and adjusted profit before tax. These are not one-off changes. They reflect the Committee's view that we are now on a multi-year path to reposition Barclays remuneration.

Accordingly, we have reduced both the incentives pool and average individual incentive awards across the Group. At a Group level 2012 total incentive awards are down 16% on 2011 levels. Within the Investment Bank the reduction is 20%. As a result our compensation ratios (i.e. the proportions of adjusted net operating income and adjusted profit before tax used to pay all remuneration) are now significantly lower, having moved from the market median to the lower quartile within our industry. This is a significant repositioning of our remuneration costs. Our intention is to continue to manage down these ratios over time.

The average bonus across the Group in 2012 (excluding the Investment Bank) has fallen by 8% to £4,800. In the Investment Bank the average bonus in 2012 has fallen by 17% to £54,100. 45% of all Investment Bank employees received no bonus for 2012.

Outside of our formal meetings, we have listened to shareholders' concerns by meeting and engaging with them more frequently. Our discussions have been frank and clear. We have been challenged and assisted by the insight and recommendations this engagement generates. Shareholders' concerns that we have discussed include senior executive remuneration levels, remuneration in the Investment Bank in particular, and risk alignment in remuneration decisions. Among the changes we have made reflecting shareholders' views are changes to the Barclays Long Term Incentive Plan. We have also introduced a new shareholding requirement for executive Directors and senior executives which is at the higher end of the market.

Our remuneration report

We have sought to improve the transparency and clarity of our remuneration disclosures. We have adopted in this report many aspects of HM Government's proposed regulations on directors' remuneration reporting. We have done this a year before these are expected to apply formally to Barclays.

We have made significant structural changes to this year's report. In outline, after the remuneration questions and answers the report has the following sections:

- i An explanation of our new remuneration policy for all Barclays employees (pages 76-77);

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- j A detailed summary of how the 2012 incentives pool was determined, including risk adjustments (pages 78-82);
- j An explanation of our forward looking policy for Directors' remuneration (pages 83-87);
- j An explanation of how 2012 Director remuneration decisions were implemented (pages 88-93); and
- j Details of the Committee's work in 2012 and other remuneration information including statutory disclosures (pages 94-103). The tables marked 'audited' in the report have been audited by Barclays auditors, PricewaterhouseCoopers LLP.

Focus in 2013

The Committee's focus in the coming months will be to continue the process of repositioning remuneration at Barclays, and regaining shareholder and public understanding and confidence. In future, as part of the Transform Programme, individual performance will be assessed against a balanced scorecard and performance will be measured against Barclays values as well as other measures. The new performance assessment process will be in place for all senior executives during 2013 and for all other employees during 2014. Our new remuneration policy summarises our objectives.

We will continue to challenge assertions about the levels of pay required to attract, retain and motivate our people. We will not sanction paying more than is necessary, and will take appropriate risk, supported by our shareholders, in exerting further downward pressure on remuneration. We committed last year to a journey to bring down our compensation ratios and have made good progress this year, with the Group compensation to adjusted net operating income ratio declining to 38% (2011: 42%). We believe a ratio in the mid-30s is a sustainable position in the medium term which will ensure that we can continue to pay our people competitively for performance while also enabling us to deliver a greater share of the income we generate to shareholders. We will be informed in this work by a continuing constructive engagement and dialogue with our shareholders and our other stakeholders.

I believe 2012 saw us move significantly forward in achieving the right balance between the priorities of our various stakeholders. Reduced remuneration costs, increasingly robust risk-adjustments to both the incentives pool and individual incentive awards, tougher performance conditions, new shareholding requirements, and improved remuneration disclosures create a best practice framework which we will continue to develop in the coming year and beyond.

On behalf of the Board

Sir John Sunderland

Chairman, Board Remuneration Committee

5 March 2013

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Barclays PLC Annual Report 2012 I 73

Table of Contents

Remuneration questions and answers

Q

How can you justify a bonus pool of £1.85bn when the bank's return on equity is not at an acceptable level?

A

Adjusted return on average shareholders' equity has increased from 6.6% in 2011 to 7.8% in 2012, with improvements in the majority of our businesses. However, we recognise there is still much work to be done to ensure that the return on equity exceeds the cost of equity on a sustainable basis.

Against this background the Committee's view is that the reductions that have been made to both our incentives pool and broader remuneration costs are significant and appropriate. 2012 Group total incentive awards are down by 16% and the Group bonus pool is down by 14% in absolute terms year on year. Compensation costs are down from 42% to 38% as a proportion of adjusted net operating income. These reductions are against the background of significantly increased profitability.

Although the market for talented staff in banking and financial services is still a highly competitive one we have substantially lowered Barclays compensation ratios, both absolutely and relative to our peer group. To have made larger reductions at this stage would, in the Committee's view, have taken undue retention risk.

We have made progress over the last two years. The 2012 Group total incentive awards of £2.168bn is £1.3bn (38%) down on the 2010 levels. Group adjusted profit before tax is up 23% over the same period.

Q

How was profit distributed between shareholders and employee remuneration in 2012?

A

The chart opposite details how the earnings generated by our businesses are distributed to key stakeholders, including shareholders (in the form of dividends) and to employees. The dividend per share has increased year on year from 2010 to 2012. The compensation to adjusted net operating income ratio and bonus pool as a percentage of adjusted profit ratio have both decreased over the same period. The Committee's approval of the 2012 Group total incentive awards took into account the Group's solid financial performance but also reflected our broader intention to reduce compensation costs on both an absolute and proportional basis. We see these adjustments as part of a multi-year process following actions we took in 2011, when total incentive awards were reduced 26% on a year on year basis across Barclays and 35% in the Investment Bank.

Q

Why do you need to pay bonuses at all?

A

Barclays has to pay competitively to ensure it has people with the skills and experience needed to deliver Barclays strategy. In some parts of the banking sector, particularly investment banking, variable remuneration in the form of bonuses forms a high proportion of an employee's total remuneration. This has given Barclays the ability to reduce total remuneration significantly in underperforming areas and manage and control the cost base. However, it also means that in business areas that perform to a satisfactory or good standard, some element of variable remuneration is required to make employees' total remuneration competitive. It might be possible to deliver competitive remuneration through higher rates of fixed remuneration, but this would limit the bank's ability to reduce costs in underperforming areas and to respond to stress scenarios through effective

management of remuneration.

Distribution of earnings

We believe that the best way to support our stakeholders is by operating a strong, profitable and growing business, which creates jobs and contributes to the economic success of the communities in which we live and work. The charts below detail how the earnings generated by our businesses are distributed to a number of key stakeholders.

Notes

- a Calculated as dividend per share divided by adjusted EPS.
- b Taxes borne are the Company's own tax contribution, representing taxes paid by the Company in the year.
- c Taxes collected are those collected from employees and customers on behalf of governments.

Table of Contents

Q

How can shareholders be confident that they will get an adequate share of the value created at Barclays in future?

A

The Committee believes that the progress made during 2012 to adjust the balance between employees and shareholders is evidence of our commitment to protecting and promoting our shareholders' interests.

The reduction in our compensation ratios from the market median in 2011 to the lower quartile in 2012 is progress but not our destination. Our intention is to drive the compensation to adjusted net operating income ratio at Barclays down to a percentage level in the mid-30s over time. We see that as a sustainable position in the medium term which will enable us to continue to pay our people competitively for performance as well as ensuring that our shareholders receive a greater share of the income that we generate.

Q

How were the LIBOR regulatory fines, PPI and interest rate hedging products redress taken into account?

A

The Committee has reduced the 2012 incentives pool and unvested deferred and long term incentive awards by more than £1.1bn in total. This includes reductions of £860m to the 2012 incentives pool and approximately £300m (the majority of which relates to the LIBOR investigation) to unvested deferred and long term incentive awards. These are in addition to reductions made as part of the wider repositioning of Barclays remuneration during 2012. Specific incentives pool reductions in relation to particular risk issues are shown on page 80.

Q

What were the executive Directors paid in 2012?

A

In total 2012 executive Director remuneration was less than half of 2011 executive Director remuneration. Both Antony Jenkins and Chris Lucas decided that they did not wish to be considered for a bonus for 2012. 2012 total remuneration for Antony Jenkins is £2.596m. Chris Lucas' 2012 total remuneration is £2.101m, which is a significant reduction on his 2011 total remuneration of £4.161m.

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We have made detailed disclosure of Antony Jenkins' full year remuneration in 2012. This level of disclosure goes beyond the current statutory disclosure requirements.

Q

How were bonuses determined for the executive Directors and for other employees?

A

The Committee decides executive Director bonuses, as it also does for members of the Group and business Executive Committees, and for other senior employees.

Executive Director bonuses are determined by reference to Group and individual performance in the year. Achievement of their objectives is assessed against both quantitative and qualitative measures, both financial and non-financial.

In June 2012 Chris Lucas agreed voluntarily to forgo any consideration for a bonus for 2012 in the context of the LIBOR investigation. In February 2013 Antony Jenkins announced that he did not wish to be considered for a bonus for 2012 citing his wish to take an appropriate degree of accountability for multiple issues besetting the bank during 2012.

Similar to the process for executive Directors, the process of determining bonuses for employees is also linked to performance at Group, business and individual level. Line managers assess performance against individual performance development plan objectives and against Group-wide principles.

Looking forward to 2013, the process of determining bonuses will be explicitly linked to both quantitative (what has been achieved) and qualitative assessment (how those results have been achieved) under the new Barclays remuneration policy.

Q

How can we be sure that remuneration will not encourage inappropriate behaviour in the future?

A

Employees are clear that results achieved without a robust risk management focus will not be rewarded. The Transform Programme and the embedding of the new statement of Barclays Purpose and Values ensure that employees know that high performance is expected to be sustained and sustainable, and that their contributions should create and support long term shareholder value creation rather than short term results. Measurement of what people achieve is to be complemented by an assessment of how they have achieved it.

A clear focus on aligning risk exposure with remuneration decisions is embedded in our remuneration policy. The Committee has demonstrated its readiness to make reductions to both incentive pools and unvested deferred and long term incentive awards where misconduct is established. There has been extensive engagement with the FSA and the US Federal Reserve in this area during 2012.

Where necessary we will change our incentive arrangements. An example of the Group's determination to manage remuneration-related risks effectively is the bank's announcement in October 2012 of the removal of sales-related measurement from incentive arrangements for frontline employees in UK Retail and Business Banking. These incentives are now based only on the quality of service the employees provide to customers.

Table of Contents

Remuneration policy for all employees

Barclays approach to remuneration

This section sets out Barclays remuneration policy for all employees, explaining the purpose and principles underlying the structure of remuneration packages, and how the policy links remuneration to the achievement of sustained high performance and long term value creation.

Remuneration policy

The Committee reviews and updates the Barclays remuneration policy periodically. For 2013, as part of the Transform Programme, the policy has been significantly updated. The principles set out in the policy underpin both 2012 remuneration decisions and the Committee's objectives for 2013 and beyond.

The new remuneration policy is set out in the table below.

Barclays remuneration decisions:

1. Support the goal of becoming the Go-To bank by attracting, retaining and competitively rewarding colleagues with the ability, experience, skill, values and behaviours to deliver that goal.
2. Will only reward business results when these are achieved in a manner consistent with Barclays values and behaviours:

; **Respect:** We respect and value those we work with, and the contribution that they make.

; **Integrity:** We act fairly, ethically and openly in all we do.

; **Service:** We put our clients and customers at the centre of what we do.

; **Excellence:** We use our energy, skills and resources to deliver the best, sustainable results.

; **Stewardship:** We are passionate about leaving things better than we found them.

3. Protect and promote shareholder interests by incentivising colleagues to deliver sustained performance and create long term value through the delivery of Barclays goal. Those decisions will reflect that performance for individuals and in aggregate. Barclays will pay competitively for high performance but will not pay more than the amount appropriate to maximise the long term value of the bank for its shareholders.
4. Create a direct and recognisable alignment between remuneration and risk exposure, as well as adjusting current and deferred incentives for current and historic risk, including malus adjustments, as appropriate.
5. Should be as simple and clear for colleagues and stakeholders as possible as is the process used to determine them.
6. Ensure that balance between shareholder returns and remuneration is appropriate, clear and supports long term shareholder interests.

Remuneration and performance

Adherence to the principles of the new remuneration policy means that remuneration decisions for all employees across the whole of Barclays are aligned with and support the achievement of Barclays goal of becoming the 'Go-To' bank.

This is achieved by linking remuneration to performance, assessing both what is achieved and also how goals are achieved. So we will measure and reward our people, not just on commercial success but on how they live Barclays values and behaviours in their daily work.

We will embed Barclays values in the way remuneration is managed by incorporating our balanced scorecard of both financial and non-financial measures into the performance appraisal process. Our balanced scorecard is a key part of the cultural change that is required to deliver the strategy of the Transform Programme. It measures Barclays performance across the following dimensions – Customers and Clients, Colleagues, Citizenship, Conduct and Company.

Linking our employee performance assessments and remuneration decisions to the balanced scorecard promotes a clear and direct alignment between remuneration policy and Barclays strategy.

We will implement the following changes and improvements to the performance assessment process:

- j During 2013 all senior executives' performance assessment and objectives will be explicitly linked to the balanced scorecard and to our values. They will therefore see how their own performance, and the assessment of it by their manager (and the Committee), is linked to Barclays strategy;
- j Similar linkage of performance assessment and variable remuneration decisions for all employees will follow during 2013 and 2014;
- j Personal objectives will be closely aligned with scorecards for the individual business or function in which employees work, which will align with and support the Group balanced scorecard;
- j In addition to an assessment of what each employee has achieved, appraisals will also include an overall, holistic, review of behaviours which will overlay a specific focus on how the results of the individual's work have been achieved, and whether they have been achieved in a way which is consistent with our values; and
- j The balanced scorecard approach will also underpin business and Group-wide decisions, in particular the Committee's determination of incentive pools. It will also be part of the performance condition attached to awards under the 2013-2015 Barclays Long Term Incentive Plan. This means that all individual incentive decisions will be linked to Group, business (or function) and individual performance.

Table of Contents

Remuneration structure

Employees receive salary, pension and benefits and are eligible to be considered for a discretionary bonus. Employees in some customer-facing businesses participate in incentive plans including plans based on customer feedback and other measures of the quality of service they provide to customers. The table on this page provides further

details of our employee remuneration structure. The structure is aligned with the remuneration structure for executive Directors set out in more detail in the Directors remuneration policy section of this report. In 2013, only executive Directors and the most senior executives will participate in the Barclays Long Term Incentive Plan.

Fixed remuneration

Salary

Salaries reflect individuals skills and experience and are reviewed annually in the context of annual performance assessment. They are increased where justified by role change, increased responsibility or where justified by the latest available market data. Salaries may also be increased in line with local statutory requirements and in line with union and works council commitments.

Pension and benefits

The provision of a market competitive package of benefits is important to attracting and retaining the talented staff Barclays needs to deliver Barclays strategy. A new defined contribution pension scheme, the Barclays Pension Savings Plan, and a flexible benefits scheme, My Rewards, was launched in the UK in September 2012. This enables employees to choose from a range of benefits including the level of their pension contribution, life assurance and private health benefits, annual leave (with the ability to buy and sell subject to certain parameters), and participation in Barclays all employee share plans (HMRC approved for UK participants). The cost of providing the benefits is defined and controlled. My Rewards will be rolled out globally to all employees over the next few years.

Variable remuneration

Annual bonus

Annual bonuses incentivise the achievement of Group, business and individual objectives.

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i

j The ability to recognise performance through variable remuneration enables the Group to control flexibly its cost base and to react to events and market circumstances. Bonuses remain a key feature of remuneration practice in the highly competitive and mobile market for talent within the financial services sector. The Committee is careful to control the proportion of variable to fixed remuneration paid to individuals.

j Bonus deferral requirements are significantly in excess of FSA requirements.

For FSA Remuneration Code Staff (Code Staff) the deferral rate is a minimum of 40% (for bonuses of no more than £500,000) or 60% (for bonuses of more than £500,000).

j For non Code Staff, bonuses over £65,000 are subject to a graduated level of deferral.

j 2012 bonuses awarded to Managing Directors in the Investment Bank are 100% deferred.

Deferred bonuses are split equally between deferred cash bonuses under the Cash Value Plan (CVP) and deferred share bonuses under the Share Value Plan (SVP), each vesting in equal annual tranches over three years subject to continued service and malus. For Code Staff an additional six month holding period will be applied to 2012 share bonuses when they vest.

Deferred bonuses are subject to malus conditions which enable the Committee to reduce the vesting level of deferred bonuses (including to nil) in the event of, for example, employee negligence or inappropriate conduct, or a material failure of risk management.

Table of Contents**2012 incentives****2012 total incentive awards**

This section provides details of how 2012 total incentive award decisions were made.

Business context and 2012 performance highlights

Despite the strong financial performance set out below a number of significant risk and compliance issues hit Barclays during the year. The LIBOR investigation and other events including PPI and interest rate hedging products redress resulted in a loss of confidence in the Group, financial penalties, and the resignations of Marcus Agius, Bob Diamond and other senior executives. We have marked these failings by making significant risk adjustments to the 2012 incentives pool and to unvested deferred and long term incentive awards, and in the individual remuneration decisions for 2012 for senior executives. Against this challenging background, our financial performance for 2012 has nonetheless been strong. 2012 performance includes the following highlights which the Committee took into account in making its remuneration decisions for 2012:

- Adjusted profit before tax was up 26% to £7,048m for the 12 months ended 31 December 2012, with an improvement of 46% in Corporate and Investment Banking, and 52% in Wealth and Investment Management;
- Statutory profit before tax decreased to £246m (2011: £5,879m), including own credit charge of £4,579m (2011: gain of £2,708m), gain on disposal of BlackRock, Inc. investment of £227m (2011: impairment/loss of £1,858m), £1,600m (2011: £1,000m) provision for PPI redress, and £850m (2011: £nil) provision for interest rate hedging products redress;
- The Investment Bank profit before tax increased 37% to £4,063m driven by income growth of 13% and reduced operating expenses;
- Adjusted income was up 2% at £29,043m despite challenging economic conditions, the continuing low interest rate environment and non-recurrence of gains from the disposal of hedging instruments in 2011 of £1,061m;
- Adjusted return on average shareholders' equity increased to 7.8% (2011: 6.6%) with improvements in most of our businesses. Statutory return on average shareholders' equity was negative 1.9% (2011: positive 5.8%);
- Adjusted operating expenses were down 3% to £18,539m as we reduced non-performance costs by 3% to £16,114m and performance costs by 4% to £2,425m. Total incentive awards declined 16% for the Group and 20% for the Investment Bank, reducing the Investment Bank compensation: income ratio to 39% (2011: 47%); and
- Core Tier 1 remained strong at 10.9% (2011: 11.0%). Risk weighted assets reduced 1% to £387bn.

2012 incentive awards - headlines

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- j Total Group incentive awards have been reduced by 16% since 2011, with Group adjusted profit before tax increasing 26%;

- j Incentive awards at the Investment Bank have been reduced by 20% since 2011, with adjusted profit before tax increasing 37%;

- j Group incentives have reduced by £1.3bn (38%) since 2010 with adjusted profit before tax up 23% since 2010. In the Investment Bank incentives have reduced by a similar amount, £1.3bn (48%), since 2010 with adjusted profit before tax down 7% since 2010;

- j Incentive pools have been reduced while adjusted profits have increased since 2011. This is because of actions taken by management to reposition Barclays compensation in the market place and to reflect significant risk events that impacted Barclays in 2012. The significant risk events include the LIBOR investigation and redress for PPI and interest rate hedging products;

- j Compensation to adjusted net operating income is down to 38% in 2012 (2011: 42%). Within aggregate compensation there has been strong differentiation on the basis of individual performance to allow us to manage compensation costs but also to pay competitively for high performers;

- j Average value of bonus per Group employee down 13% year on year to £13,300; average value of bonus per Investment Bank employee down 17% year on year to £54,100. Average value of bonus per Group employee excluding the Investment Bank down 8% year on year to £4,800; and

- j The proportion of the bonus pool that is deferred significantly exceeds the FSA's Remuneration Code requirements and is expected to remain among the highest deferral levels globally.

Table of Contents**2012 incentives pool determination process**

We recognise the importance that our stakeholders attach to the judgements that we apply in managing remuneration. Reduced remuneration costs, and increasingly robust risk-adjustments and performance conditions will continue to be a focus in how we achieve the right balance between the priorities of our various stakeholders.

Remuneration must be managed in a way which incentivises employees, ensures pay is linked to performance and is appropriately aligned to risk. Material progress has been made in reducing absolute levels of remuneration. Variable remuneration has been reduced by 16% year on year.

Barclays total incentive awards granted - current year and deferred (audited)

	Barclays Group			Investment Bank		
	Year ended 31.12.12	Year ended 31.12.11	% Change	Year ended 31.12.12	Year ended 31.12.11	% Change
	£m	£m		£m	£m	
Current year cash bonus	852	832	2	399	381	5
Current year share bonus	15	66	(77)	6	3	100
Total current year bonus	867	898	(3)	405	384	5
Deferred cash bonus	489	618	(21)	447	576	(22)
Deferred share bonus	498	634	(21)	446	576	(23)
Total deferred bonus	987	1,252	(21)	893	1,152	(22)
Bonus pool	1,854	2,150	(14)	1,298	1,536	(15)
Other incentives	314	428	(27)	96	201	(52)
Total incentive awards granted	2,168	2,578	(16)	1,394	1,737	(20)
Adjusted profit before tax	7,048	5,590	26	4,063	2,965	37
Bonus pool as % of adjusted profit before tax (pre bonus) ^a	20%	29%		23%	35%	
Proportion of bonus that is deferred	53%	58%		69%	75%	
Total employees (full time equivalent)	139,200	141,100	(1)	24,000	23,600	2
Bonus per employee	£13,300	£15,237	(13)	£54,100	£65,085	(17)

Deferred bonuses are payable only once an employee meets certain conditions, including a specified period of service. This creates a timing difference between the communication of the bonus pool and the charges that appear in the income statement which are reconciled in the table on page 81.

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a Calculated as bonus awards divided by adjusted profit before tax excluding the income statement charge for bonus awards.

Compensation ratio trends and benchmark against peers

The reduction in compensation in 2012 moves Barclays from being at the median pay-performance level compared to competitors over the last two years to below the lower quartile level. This is a major shift which the Committee recognised would require strong management to achieve in a single year. Although it exposes the Group to some retention risk, the Committee determined that it was a necessary step on the multi-year journey to reposition Barclays remuneration. Major shareholders and their representative bodies were consulted as part of the process for deciding to take this change of approach.

Antony Jenkins said in the 2012 Results Announcement on 12 February 2013:

We committed last year to a journey to bring down our compensation ratio and have made good progress this year, with the Group compensation to net income ratio declining to 38% (2011: 42%). While this is progress, not the destination, we believe a ratio in the mid-30s is a sustainable position in the medium term which will ensure that we can continue to pay our people competitively for performance while also enabling us to deliver a greater share of the income we generate to shareholders.

Barclays Group compensation as a percentage of adjusted net operating income

barclays.com/annualreport

Barclays PLC Annual Report 2012 I 79

Table of Contents

2012 incentives continued

Incentive pool proposals from each of the businesses were subjected to detailed scrutiny and challenge through a sequence of the Committee's meetings before and after the year end. The final incentives pool reflects the actions taken by the Group Chief Executive and the Committee towards achieving the long term objective of sustainably reducing compensation levels over time. It also reflects appropriate risk adjustments made in respect of significant risk and compliance issues that have impacted Barclays in 2012 and the need to retain talent within Barclays to execute the new business strategy.

The table below summarises the three steps taken by the Committee in finalising the 2012 incentives pool.

- Step 1** **Adjustment for performance** The Committee considered the overall performance of Barclays and individual businesses. The Committee also looked at any significant events and one off transactions that have had a material impact on the financial results. The approach of the Committee is to use statutory profits as a starting point and then consider the impact of each adjustment. The Committee does not regard own credit as reflective of performance and accordingly excludes these amounts from its consideration. The Committee manages compensation based on a range of compensation ratios and is supported by advice from the Group Finance Director and Chief Risk Officer. Holding the compensation ratios broadly flat to 2011 would have suggested an increase of £700m to the incentives pool.
- Step 2** **Adjustments to reflect risk events in 2012** The Committee made adjustments to the 2012 incentives pool totalling £860m. In addition, adjustments were made to unvested deferred and long term incentive awards. Further details on the risk adjustments made in 2012 are provided below and on the next page.
- Step 3** **Additional adjustment to reposition Barclays in the market** The Committee's objective is to reposition Barclays remuneration in the market and achieve a sustainable compensation ratio over time. The Committee has made a further adjustment of £250m to make progress in achieving its objective, and the resulting 2012 incentives pool represents the starting point in 2013, i.e. the adjustments for risk events in 2012 and the market repositioning will not be added back in 2013.

Determination of the 2012 total incentives pool

		£m
	2011 total incentives pool	2,578
	2011 compensation to adjusted net operating income ratio of 42%	
Step 1	Adjustment for performance	700
Step 2	Adjustments to reflect risk events in 2012	(860)
	Risk adjustments:	
	LIBOR:	290
	Redress of PPI and interest rate hedging products and other risk adjustments:	570

Step 3

Additional adjustment to reposition Barclays in the market

(250)

To reflect Barclays intention to reposition itself in the market

The compensation to adjusted net operating income ratio reduced from 42% in 2011 to 38% in 2012

2012 total incentives pool

2,168

In addition to the reduction in variable remuneration described above, fixed remuneration reduced by 7% year on year. This was driven by a reduction in salary costs reflecting a moderately declining headcount and reductions in the cost of post retirement benefits primarily reflecting scheme closures and benefit changes in the US and Spain, and lower interest cost for the UK Retirement Fund.

Table of Contents

The total risk adjustments made by the Committee are as follows:

Risk adjustments in 2012		£1,160m	£m
1. Adjustments to 2012 incentives pool to reflect risk events	These are adjustments made by the Committee to reflect the significant risk events that impact Barclays. For 2012 the Committee made discretionary risk adjustments as shown in the table on page 80.		860
2. Adjustments to existing deferred and long term remuneration	In certain circumstances the Committee may decide it is appropriate to exercise its power to reduce the value of unvested deferred and long term incentive awards (including to nil). In 2012 the Committee clawed back approximately £300m of unvested deferred and long term awards, the majority of which related to the LIBOR investigation. Combined with the adjustment to the 2012 incentives pool, the reductions for the LIBOR investigation exceeded the amount of the regulatory fines of £290m.		300

The risk adjustments outlined above are additional to the reduction in variable remuneration that naturally arises from the reduced profits as a result of the financial impact of the risk events.

Cumulative percentage change in profit, dividends and compensation costs

The chart opposite shows the cumulative percentage change in adjusted profit before tax, dividends and compensation costs over the period since 2009. Compared to 2009 levels, dividends are 62% higher, adjusted profit before tax is 43% higher and compensation costs are 10% higher.

Cumulative percentage change in profit, dividends and compensation costs

Reconciliation of total incentive awards granted to income statement charge (audited)

	Barclays Group			Investment Bank		
	Year ended 31.12.12	Year ended 31.12.11	% Change	Year ended 31.12.12	Year ended 31.12.11	% Change
	£m	£m		£m	£m	
Total incentive awards for 2012	2,168	2,578	(16)	1,394	1,737	(20)
Less: deferred bonuses awarded for 2012	(987)	(1,252)	(21)	(893)	(1,152)	(22)
Add: current year charges for deferred bonuses from previous years	1,223	995	23	1,117	907	23
Other ^a	21	206	(90)	75	248	(70)
Income statement charge for performance costs	2,425	2,527	(4)	1,693	1,740	(3)

a Difference between incentive awards granted and the income statement charge for commissions, commitments and other incentives

j Employees only become eligible to receive payment from a deferred bonus once all of the relevant conditions have been fulfilled, including the provision of services to the Group;

j The income statement charge for performance costs reflects the charge for employees' actual services provided to the Group during the relevant calendar year (including where those services fulfil performance conditions attached to previously deferred bonuses). It does not include charges for deferred bonuses where performance conditions have not been met; and

j As a consequence, while the 2012 incentive awards granted were down 16% compared to 2011, the income statement charge for performance costs was down 4%.

Table of Contents

2012 incentives continued

Income statement charge (audited)			
	Year ended 31.12.12 £m	Year ended 31.12.11 £m	% Change
Performance costs	2,425	2,527	(4)
Salaries	5,981	6,277	(5)
Non-performance employee share plans	105	167	(37)
Social security costs	685	716	(4)
Post retirement benefits	590	727	(19)
Total compensation costs	9,786	10,414	(6)
Bank payroll tax	34	76	(55)
Other ^a	627	917	(32)
Non compensation costs	661	993	(33)
Total Staff costs	10,447	11,407	(8)
Compensation to adjusted net operating income	38%	42%	

a Includes staff training, redundancy and retirement.

- ⌋ Total staff costs reduced 8% to £10,447m, principally reflecting a 5% reduction in salaries, a 19% reduction in post retirement benefits and reductions in performance costs;
- ⌋ Salaries reduced by 5% to £5,981m, reflecting a moderately declining average headcount;
- ⌋ The post retirement benefits charge decreased 19% to £590m, primarily reflecting scheme closures and benefit changes in the US and Spain, and lower interest cost for the UK Retirement Fund;
- ⌋ Performance costs reduced 4% to £2,425m, reflecting a 22% reduction in charges for current year cash and share bonuses and other incentives of £1,202m, partially offset by a 23% increase in the charge for deferred bonuses from prior years to £1,223m;
- ⌋ The compensation to adjusted net operating income ratio fell to 38% (2011: 42%), including charges for bonuses deferred from prior years; and
- ⌋ Deferred bonuses awarded are expected to be charged to the income statement in the years outlined in the table below.

Year in which income statement charge is expected to be taken for Deferred Bonuses awarded to date^a				
	Actual	Expected^b		
	Year ended 31.12.12 £m	Year ended 31.12.11 £m	Year ended 31.12.13 £m	2014 and beyond £m
Barclays Group				
Deferred bonuses from 2009 and earlier bonus pools	405	153	18	
Deferred bonuses from 2010 bonus pool	590	404	147	21
Deferred bonuses from 2011 bonus pool		666	386	183
Deferred bonuses from 2012 bonus pool			512	431
Income statement charge for deferred bonuses	995	1,223	1,063	635
Investment Bank				
Deferred bonuses from 2009 and earlier bonus pools	365	143	17	
Deferred bonuses from 2010 bonus pool	542	374	134	19

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Deferred bonuses from 2011 bonus pool		600	347	164
Deferred bonuses from 2012 bonus pool			463	384
Income statement charge for deferred bonuses	907	1,117	961	567

Year(s) in which Income Statement

Bonus Pool Component	Expected Grant Date	Expected Payment Date(s) ^c	Charge Arises ^d
Current year cash bonus	February 2013	February 2013	2012
Current year share bonus	February/March 2013	February 2013 to September 2013	2012
Deferred cash bonus	March 2013	March 2014 (33.3%)	2013 (48%)
		March 2015 (33.3%)	2014 (35%)
		March 2016 (33.3%)	2015 (15%)
			2016 (2%)
Deferred share bonus	March 2013	March 2014 (33.3%)	2013 (48%)
		March 2015 (33.3%)	2014 (35%)
		March 2016 (33.3%)	2015 (15%)
			2016 (2%)

a The actual amount charged depends upon whether performance conditions have been met and will vary compared with the above expectation.

b Does not include the impact of future grants which may be made in 2013 and 2014.

c Payments are subject to all performance conditions being met prior to the expected payment date. In addition, employees receiving a deferred cash bonus may be awarded a service credit of 10% of the initial value of the award at the time that the final instalment is made, subject to continued employment.

d The income statement charge is based on the period over which performance conditions are met.

Table of Contents

Directors remuneration policy

2013 Remuneration policy for executive Directors

This section describes Barclays forward-looking remuneration policy for executive Directors, explaining how each element of executive Directors remuneration packages operates. Total remuneration packages for executive Directors comprise salary, pension, benefits, annual bonus and long term incentive plan awards.

2013 remuneration policy for executive Directors

Purpose	Operation	Value and applicable performance measures
<p>Salary</p> <p>Rewards skills and experience and provides the basis for a competitive remuneration package</p>	<p>Salaries are determined with reference to market practice and market data (on which the Committee receives independent advice), and reflect individual experience and role.</p> <p>Executive Directors salaries are benchmarked against comparable roles in other banks and FTSE 30 companies.</p> <p>Salaries are reviewed annually and increases are made only exceptionally to reflect market movements and change in job responsibilities. The Committee notes and manages the potential for salary increases to have a ratchet effect on total remuneration because of the linkage between salary and other elements of the remuneration package such as cash in lieu of pension, bonus and long term incentive awards.</p>	<p>Reviewed annually but increased only exceptionally.</p>
<p>Pension</p>	<p>Current executive Directors receive an annual cash allowance in lieu of participation in a pension arrangement.</p>	<p>Group Chief Executive currently 33% of salary.</p>

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Enables executive Directors to build long term retirement savings

This is a common arrangement in executive remuneration, reflecting recent and continuing changes in the UK taxation of pension contributions. The rates of these allowances (as a percentage of salary) for executive Directors exceed pension contribution rates for the broader employee population. This reflects market practice for senior executives. The rate of cash allowance in lieu of pension for any new executive Director is appropriately benchmarked at the time of appointment.

Group Finance Director currently 25% of salary.

Reviewed annually but increased only exceptionally.

Benefits

Protects against risks and provides other benefits

Executive Directors' benefits provision includes private medical cover, life and ill-health income protection, tax advice, the use of a company vehicle or the cash equivalent, and use of a company vehicle and driver when required for business purposes.

The value of benefits in 2012 was £81,000 for the current Group Chief Executive (including benefits received in his previous role as CEO of Retail and Business Banking) and £34,000 for the Group Finance Director.

Table of Contents**Directors remuneration policy continued**

2013 remuneration policy for executive Directors continued		
Purpose	Operation	Value and applicable performance metrics
<p>Annual bonus</p> <p>Rewards delivery of the near term business targets set each year, the individual performance of the executive Directors in achieving those targets, and contribution to delivering Barclays strategic objectives</p>	<p>Determination of annual bonus</p> <p>Individual bonus decisions are based on executive Directors performance in the year, measured against Group and personal objectives. Performance measures are both quantitative and qualitative, and both financial and non-financial. Bonus awards are made by the Committee following discussion of recommendations made by the Chairman (for the Group Chief Executive's bonus) and by the Group Chief Executive (for the Group Finance Director's bonus).</p> <p>Operation of risk adjustment and malus</p> <p>Bonuses awarded reflect reductions made to incentive pools in relation to risk events. Individual bonus decisions may also reflect reductions in relation to specific risk and compliance events. Once awarded, deferred bonuses are subject to malus conditions which enable the Committee to reduce the vesting level of deferred bonuses (including to nil) in the event of, for example, employee negligence or inappropriate conduct, or a material failure of risk management.</p> <p>Delivery mechanism</p> <p>Bonuses paid to executive Directors are generally delivered in a combination of cash and shares which may be either immediate or deferred. Deferred share bonuses are delivered in the form of awards under the Share Value Plan (SVP).</p> <p>Deferral structure</p> <p>Executive Directors are Code Staff and their bonuses are therefore subject to deferral of at least the level applicable to all Code Staff, currently 40% (for bonuses of no more than £500,000) or 60% (for bonuses of more than £500,000). The Committee may choose to defer a greater proportion of any bonus awarded to an executive Director than the minimum required by the FSA's Remuneration Code.</p>	<p>The value of any annual bonus is limited to a percentage of salary. The current maximum percentage is 250% for both the Group Chief Executive and for the Group Finance Director.</p> <p>The performance objectives by which executive Director bonuses for 2013 will be assessed include Group and individual measures, both financial and non-financial. At the Group level, performance of each of the executive Directors will include measurement against progress in delivering the Transform commitments. This includes the 2015 financial targets including return on equity, cost to income ratio, core capital ratio and dividend payout ratio. Further details of each executive Director's 2013 objectives are provided on pages 89 and 91.</p>

Timing of receipt

Non-deferred cash components of any bonus are received following the performance year to which they relate, typically in February. Non-deferred share bonuses are subject to a six month holding period. Deferred share bonuses are awarded under the SVP. They vest over a three year period in thirds each year, subject to continued service and the malus conditions. Once SVP awards made from 2013 have vested, the shares are (after payment of tax) subject to an additional six month holding period.

Long Term Incentive Plan (LTIP) award

Rewards execution of Barclays strategy and growth in shareholder value over a multi-year period

Long term performance measurement, holding periods and the malus conditions discourage excessive risk-taking and inappropriate behaviours, encourage a long term view and align executive Directors' interests with those of shareholders

Determination of LTIP award

LTIP awards are made by the Committee following discussion of recommendations made by the Chairman (for the Group Chief Executive's LTIP award) and by the Group Chief Executive (for the Group Finance Director's LTIP award).

Operation of risk adjustment and malus

The achievement of performance conditions is the primary indicator of whether and to what extent LTIP awards will vest. Awards are also subject to malus conditions similar to those applicable to deferred bonuses. The malus conditions enable the Committee to reduce awards (including to nil).

Delivery mechanism

Barclays LTIP awards vest three years from the date of award. At vesting LTIP awards are satisfied in Barclays shares.

Timing of receipt

For 2013 Barclays LTIP awards, a further holding period of two years has been introduced which applies to the shares on vesting (after payment of tax), making the plan cycle five years in total.

The value of any LTIP award is limited to percentage of salary. The maximum potential payout value of an award is 400% of salary (based on the value of shares and salary at the start of the LTIP performance period).

A summary of the performance metrics that apply to the LTIP awards for the 2010-2012, 2011-2013 and 2012-2014 performance periods is provided on page 102. The performance condition for the 2013-2015 LTIP is based on financial performance (RoRWA), risk (loan loss rate) and a balanced scorecard.

Table of Contents

Executive Director service contracts

Barclays executive Director service contracts entitle the executive Directors to the fixed elements of remuneration and to consideration for variable remuneration each year. The contracts do not have a fixed term but provide for a notice period from Barclays of 12 months. Contracts may be terminated immediately with payments in lieu of notice being paid in phased instalments, subject to contractual mitigation. In the event of termination for gross misconduct neither notice nor payment in lieu of notice is required.

The Committee's approach to payments in the event of termination is to take account of the individual circumstances including the reason for termination, individual performance, contractual obligations and the terms of the deferred incentive plans and long term incentive plans in which the executive Director participates.

Termination provisions

Antony Jenkins

Contract termination provisions

12 months' notice from the Company (six months from the Director). On notice from the Company 12 months' salary payable and continuation of medical and pension benefits while an employee. No automatic contractual entitlement to bonus on termination, but may be considered.

Effective contract date

30 August 2012

Deferred bonus and LTIP awards treatment on termination

Antony Jenkins would normally continue to be entitled to receive unvested portions of deferred bonus if he was an eligible leaver under the relevant plan rules. Any release of unvested portions would be made on the scheduled release date. Otherwise, outstanding deferred awards would normally lapse.

Any unvested awards under LTIPs would normally be released on the scheduled release date, pro-rated for time and performance, if Antony Jenkins was an eligible leaver under the relevant plan rules. Otherwise, the unvested awards would normally lapse.

Chris Lucas

Contract termination provisions

12 months' notice from the Company (six months from the Director). On notice from the Company 12 months' salary payable, bonus equivalent to the average of the previous three years' bonuses (capped at 100% of current salary) and continuation of medical and pension benefits while an employee.

Effective contract date

1 April 2007

The current Group Finance Director's contractual terms date from 2006. The provisions relating to bonus entitlement in the context of termination are no longer best practice. No future executive Director contract will include such terms.

Deferred bonus and LTIP awards treatment on termination

Chris Lucas would normally continue to be entitled to receive unvested portions of deferred bonus if he was an eligible leaver under the relevant plan rules. Any release of unvested portions would be made on the scheduled release date. Otherwise, outstanding deferred awards would normally lapse.

Any unvested awards under LTIPs would normally be released on the scheduled release date, pro-rated for time and performance, if Chris Lucas was an eligible leaver under the relevant plan rules. Otherwise, the unvested awards would normally lapse.

The remuneration packages offered on appointment to any new executive Director are a specific part of the Committee's Terms of Reference. The terms of such packages must be approved by the Committee in consultation with the Chairman and (except for the terms of his own remuneration) the Group Chief Executive. Any award made to compensate for forfeited remuneration from the new executive Director's previous employment may not be more generous than, and must mirror as far as possible, the terms of the forfeited remuneration.

Shareholding requirement

From 2013 the Committee has introduced a new requirement that executive Directors should hold Barclays shares worth, as a minimum, four times salary. The current executive Directors have five years from the introduction of the new requirement to meet it (five years from appointment for a new executive Director) and they have a reasonable period to build up to the requirement again if it is not met because of a share price fall. Shares that count towards the requirement are beneficially owned shares including any vested share awards subject to holding periods (including vested LTIPs). Shares from unvested deferred share bonuses and unvested LTIPs do not count towards the requirement. This requirement replaces the previous guidelines, enhances the alignment of shareholders' and executive Directors' interests in long term value creation, and positions Barclays at the higher end of market practice. Current executive Directors' shareholdings as compared to the new shareholding requirement are summarised in the chart on page 92.

The Committee also decided that from 2013 other members of the Group Executive Committee should be subject to a shareholding requirement in excess of the requirements of the FSA's Remuneration Code. The shareholding requirement for other Group Executive Committee members is that they should hold Barclays shares worth, as a minimum, two times salary. In all other respects the shareholding requirement for other Group Executive Committee members is the same as the requirement for executive Directors.

Table of Contents

Directors remuneration policy continued

Illustrative scenarios for executive Directors remuneration

The charts below show the potential value of the current executive Directors remuneration in three scenarios: Minimum (i.e. fixed remuneration), Maximum (i.e. fixed remuneration and the maximum variable remuneration that may be awarded) and Mid-point (i.e. fixed remuneration and 50% of the maximum variable remuneration that may be awarded). For the purposes of these charts, the value of benefits is based on an estimated annual value. The scenarios do not reflect share price movement between award and vesting.

A significant proportion of the potential remuneration of the executive Directors is variable and is therefore performance-related and at risk. At the mid-point for the Group Chief Executive, 30% of total remuneration is fixed and 70% is variable, moving to 18% fixed and 82% variable at the maximum. At the mid-point for the current Group Finance Director 29% of total remuneration is fixed and 71% is variable, moving to 17% fixed and 83% variable at the maximum.

Group Chief Executive

Group Finance Director

How shareholder views and broader employee pay are taken into account by the Committee in setting policy and making remuneration decisions

The Committee Chairman and senior executives have engaged more extensively and more proactively with shareholders and shareholder representative bodies during 2012 than ever before. The Committee Chairman has met with major shareholders and also with the Association of British Insurers, the National Association of Pension Funds and ISS to discuss remuneration matters. The Chairman, Committee Chairman and the Group Chief Executive also receive frequent comments from private shareholders either in writing or at events such as our Annual General Meeting. We listen to all of these comments and we try to respond to all of them.

The Committee takes account of the remuneration of the broader employee base when it considers the remuneration of the executive Directors. The Committee receives and reviews detailed analysis of remuneration proposals for employees across all of the Group's businesses. This includes analysis by corporate grade and by performance rating and details of proposed bonuses and salary increases across the employee population. When the Committee considers executive Director remuneration it therefore makes that consideration in the context of a detailed understanding of remuneration for the broader employee population.

Our approach to executive Director and wider employee remuneration during 2013 will be characterised by a focus on bearing down on costs and ensuring the principles of our new remuneration policy are applied at all levels.

Comparison of executive Directors remuneration packages with remuneration packages for the broader employee population

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The structure of total remuneration packages for executive Directors and for the broader employee population is similar. Employees receive salary, pension and benefits and are eligible to be considered for a discretionary annual bonus. The broader employee population typically does not have a contractual limit on the quantum of their remuneration.

The Committee approaches any salary increases for executive Directors on an exception-only basis. Incremental annual salary increases remain more common among employees at less senior levels.

As with executive Directors, bonuses for the broader employee population are performance based. Bonuses for executive Directors and the broader employee population are subject to deferral requirements. Executive Directors and other Code Staff are subject to deferral at a minimum rate of 40% (for bonuses of no more than £500,000) or 60% (for bonuses of more than £500,000) but the Committee may choose to operate higher deferral rates. For non-Code Staff, bonuses in excess of £65,000 are subject to a graduated level of deferral and in the Investment Bank, 2012 bonuses for Managing Directors are subject to 100% deferral. Executive Directors' deferred bonuses may include deferred share bonuses awarded under the SVP. 2012 deferred bonuses for the broader employee population will be awarded 50% under the SVP and 50% under the CVP, which vest over three years in equal tranches. The terms of deferred bonus awards for executive Directors and the wider employee population are broadly the same, in particular the vesting of all deferred bonuses is subject to continued service and subject to malus conditions.

The broader employee population is not eligible to participate in the Barclays Long Term Incentive Plan in 2013.

Table of Contents

Remuneration for non-executive Directors

This section provides details of the remuneration approach for the Chairman and non-executive Directors.

Remuneration for non-executive Directors

Element and purpose	Operation
Fees	Fees are reviewed each year by the Board. Fees were last increased in May 2011.
Reflect individual responsibilities and membership of Board Committees	<p>The first £30,000 (Chairman: first £100,000) after tax and national insurance contributions of each non-executive Director's base fee is used to purchase Barclays shares which are retained on the non-executive Director's behalf until they retire from the Board.</p> <p>The Chairman has a minimum time commitment equivalent to 80% of a full-time role.</p>
Benefits	The Chairman is provided with private medical cover subject to the terms of the Barclays scheme rules from time to time, and is provided with the use of a company vehicle and driver when required for business purposes.
For Chairman only	No other non-executive Director receives any benefits from Barclays. Non-executive Directors are not eligible to receive a bonus. They may not participate in Barclays cash, share or long term incentive plans and are ineligible to join Barclays pension plans.
Notice and termination provisions	Each non-executive Director appointment is for an initial six year term, renewable for a single term of three years thereafter and subject to annual re-election by shareholders.

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Notice period:

Chairman: 12 months from the Company (six months from the Chairman). Non-executive Directors: six months.

Termination payment policy

The Chairman's appointment may be terminated by Barclays on 12 months' notice or immediately in which case 12 months' fees and contractual benefits are payable in instalments at the times they would have been received had the appointment continued. There are similar termination provisions for non-executive Directors based on six months' fees. No continuing payments of fees (or benefits) are due if a non-executive Director is not re-elected by shareholders at the Barclays Annual General Meeting.

The table below shows the fees payable to non-executive Directors in respect of Board and Committee chairmanship and membership for the year ended 31 December 2012 and for the year ending 31 December 2013. The current Chairman does not receive any other fees in addition to his Chairman fee.

Fees	2013 £000	2012 £000
Chairman	750	750
Board Member	80	80
Additional responsibilities		
Senior Independent Director	30	30
Chairman of Board Audit Committee or Board Remuneration Committee	70	70
Chairman of Board Financial Risk Committee (Board Risk Committee to 31 January 2013)	60	60
Membership of Board Audit Committee or Board Remuneration Committee	30	30
Membership of Board Conduct, Reputation and Operational Risk Committee (Board Citizenship Committee to 1 February 2013)	25	15
Membership of Board Financial Risk Committee (Board Risk Committee to 31 January 2013)	25	25
Membership of Board Corporate Governance and Nominations Committee	15	15

Table of Contents

Implementation of Directors remuneration in 2012

2012 remuneration outcomes for executive Directors

This section explains how the Group remuneration policy for executive Directors has been implemented during 2012.

Group Chief Executive remuneration Antony Jenkins

We have shown Antony Jenkins full remuneration for the whole of 2012 in the interests of clarity and transparency. The LTIP award shown above for 2012 is for the 2013-2015 performance period.

Details of 2012 remuneration

Salary

The 2012 salary shown above of £0.833m is the salary Antony Jenkins received in respect of the whole of 2012. This reflects a salary in 2012 of £0.7m per annum for Antony's role as CEO of Retail and Business Banking (until 29 August 2012) and £1.1m per annum as Group Chief Executive (from 30 August 2012). The Committee did not increase Antony Jenkins' salary for 2013.

Pension

The 2012 pension value shown above of £0.215m is in respect of the whole of 2012. This reflects participation in the Afterwork pension plan from 1 January 2012 to 31 March 2012, cash in lieu of pension of 21% of salary from 1 April 2012 to 29 August 2012, and cash in lieu of pension of 33% of salary from 30 August 2012. The cash in lieu of pension of 33% reflects market practice for senior executives in comparable roles.

Benefits

Antony Jenkins' benefits include private medical cover, life and ill-health income protection, tax advice, car allowance and the use of a company vehicle and driver when required for business purposes. Antony is not entitled to tax equalisation.

Annual Bonus

The Committee considered Antony Jenkins' performance for the whole of 2012 in the round. It assessed his performance against Group, business (by reference to his previous role as CEO of Retail and Business Banking up to 29 August 2012) and individual measures. In doing so the Committee considered 2012 financial performance, including the highlights which are detailed on page 78.

In considering his 2012 performance the Committee considered that Antony Jenkins had delivered strong Retail and Business Banking performance prior to accepting the role of Group Chief Executive at a difficult time for Barclays. Since that time the Committee agreed he has quickly established a leadership profile that differentiates him from predecessors and a commitment to leading the changes required including strengthening the culture and control environment across Barclays. The Committee welcomed Antony Jenkins' contribution to its own work in managing remuneration costs and redressing the balance between employee and shareholder returns.

On 1 February 2013 Antony Jenkins announced that he did not wish to be considered for a bonus for 2012, citing his wish to bear an appropriate degree of accountability for multiple issues besetting the bank during the year.

Long Term

Incentive Plan

2013-2015

The Committee decided to make an award to Antony Jenkins under the Barclays LTIP for the 2013-2015 performance period with a maximum potential payout value of 400% of his salary at the date of award (not taking into account the potential effect of share price movement between award and any payout).

The LTIP maximum value of £4.4m is based on the maximum number of shares that can vest at the end of a performance period of three years. The maximum number of shares is 400% of salary at the start of the performance period divided by the share price at the date the award is made. For the purposes of assessing the value at award of the LTIP (taking into account the range of possible outcomes) Barclays historical approach has been to ascribe a value of one-third of the maximum value assuming no share price movement. So on the basis of this approach the value at award of the maximum LTIP to Antony as shown above is one-third x £4.4m, i.e. £1.467m. For the 2013-2015 Barclays LTIP, performance conditions will be based on financial performance (measured on return on risk weighted assets), risk (measured by loan loss rate) and a balanced scorecard. Any award that vests after three years will be subject to a further two year holding period.

Table of Contents

[2012 remuneration overview](#) [Antony Jenkins](#)

The chart below shows the maximum value of remuneration possible for 2012 under Antony Jenkins' contract, the maximum potential value of the remuneration actually awarded for 2012, and timing of receipt. The potential value of the 2013-2015 LTIP payout does not take into account share price movement or the value of additional shares which may be added to the number of shares released on vesting to reflect dividends paid during the performance period.

The maximum potential bonus and LTIP award in the first column are based on Antony Jenkins' Group Chief Executive salary of £1.1m.

BIS single figure for 2012 remuneration

The Department for Business, Innovation and Skills (BIS) draft disclosure regulations include a requirement to show a single figure for executive Director remuneration on a basis different to that shown on the opposite page. The BIS single figure basis requires that for LTIPs, rather than including the value of any LTIP awarded in 2013, the payout value of any LTIP whose performance cycle ended in 2012 should be included instead. Accordingly, the table below shows Antony Jenkins' 2012 remuneration on the BIS single figure basis. As Antony Jenkins was not a participant in a previous LTIP cycle that ended in 2012, the LTIP figure is shown as zero and his 2012 total remuneration on the BIS single figure basis is £1.129m.

BIS single figure for 2012 total remuneration						£000
	Salary	Pension	Benefits	Bonus	LTIP	Total
Previous Long Term Incentive Plan awards	833	215	81	0	0	1,129

Antony Jenkins was not a participant in a previous LTIP cycle that ended in 2012. Antony currently holds unvested LTIP awards under the Barclays LTIP for the performance period 2012-2014. Prior to joining the Board, Antony participated in long term incentive plans linked to divisional performance. These divisional plans were not appropriate to his new role as Group Chief Executive and were brought to an end. The equivalent value of these arrangements was made as awards with the same vesting date over Barclays shares under the SVP and the Barclays LTIP for the performance period 2012-2014. These awards are shown in the table on pages 100-101.

2013 objectives

Antony Jenkins' performance objectives for 2013, by which 2013 remuneration decisions will be measured, include Group and individual measures and are both financial and non-financial. In line with the announcements of the outcomes of the Board's Strategic Review that were made on 12 February 2013, Antony is responsible for delivering the Transform commitments and the financial and non-financial commitments made in those announcements. In assessing Antony's performance, the Committee will assess Antony's progress in working towards the 2015 financial targets including:

- i Return on equity in excess of cost of equity and improvement in the quality of income and predictability of earnings;
- j Reduction in the cost to income ratio;

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i Management of the core capital ratio; and

j Improvement in the dividend payout ratio.

Other key actions include a focus on activities which support Barclays customers and clients; growing the UK, US and African franchises; restructuring the European retail and corporate businesses; repositioning the European and Asian equities and Investment Banking Division businesses; closing the Structured Capital Markets tax-related business unit; reducing risk weighted assets and investing in higher return businesses; and reducing operating expenses through a new approach to strategically manage costs. Antony's performance will also be assessed by the Committee by reference to the relationships he builds with internal and external stakeholders, the leadership he provides in driving cultural change, and his success in building a strong compliance and control structure to restore public confidence in Barclays.

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Barclays PLC Annual Report 2012 I 89

Table of Contents

Implementation of Directors remuneration in 2012 continued

Group Finance Director remuneration Chris Lucas

The LTIP award shown above for 2012 is for the 2013-2015 performance period and the LTIP award for 2011 is for the 2012-2014 performance period.

Details of 2012 remuneration	
Salary	Chris Lucas salary for 2012 was £0.8m. The Committee did not increase his salary for 2013.
Pension	As Group Finance Director Chris Lucas is contractually entitled to cash in lieu of pension contributions of 25% of his salary per annum. This reflects market practice for senior executives in comparable roles.
Benefits	Chris Lucas benefits include private medical cover, life and ill-health income protection, tax advice, car allowance and the use of a company vehicle and driver when required for business purposes. Chris is not entitled to tax equalisation.
Annual Bonus	<p>On 27 June 2012, Chris Lucas agreed with the Board voluntarily to forgo any consideration for a bonus for 2012. This decision was made in the context of settlements reached by Barclays in relation to investigations by UK and US authorities into submissions made by Barclays to the bodies that set various interbank offered rates.</p> <p>In the circumstances the Committee did not consider whether a bonus would be appropriate for 2012 but it did still consider Chris Lucas performance during the year against Group and individual performance measures. The Committee noted and confirmed the assessment of his line manager, Antony Jenkins, that Chris Lucas had exceeded expectations for the year, contributing positively to the process of change underway since Antony became Group Chief Executive. The Committee noted Chris Lucas effective execution of Barclays capital planning, his leadership of the finance function and his contribution to the Board's business practices review and medium term planning. In doing so the Committee also considered the 2012 financial highlights as detailed on page 78.</p>
Long Term Incentive Plan 2013-2015	<p>The Committee decided to make an award to Chris Lucas under the Barclays Long Term Incentive Plan for the 2013-2015 performance period with a maximum potential payout value of 400% of his salary at the date of award (not taking into account the potential effect of share price movement between award and any payout).</p> <p>The LTIP maximum value of £3.2m is based on the maximum number of shares that can vest at the end of a performance period of three years. The maximum number of shares is 400% of salary at the start of the performance period divided by the share price at the date the award is made. For the purposes of assessing the value at award of the LTIP (taking into account the range of possible outcomes) Barclays historical approach has been to ascribe a value of one-third of the</p>

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maximum value assuming no share price movement. So on the basis of this approach the value at award of the maximum LTIP to Chris as shown above is one-third x £3.2m, i.e. £1.067m. The 2013-2015 performance condition for Chris LTIP is identical to that of Antony Jenkins 2013-2015 LTIP award as detailed on page 88, as is the subsequent holding period.

Table of Contents**2012 remuneration overview** Chris Lucas

The chart below shows the maximum value of remuneration possible for 2012 for Chris Lucas, the maximum potential value of the remuneration actually awarded for 2012, and timing of receipt. The potential value of the 2013-2015 LTIP payout does not take into account share price movement or the value of additional shares which may be added to the number of shares released on vesting to reflect dividends paid during the performance period.

BIS single figure for 2012 remuneration

On the Department for Business, Innovation and Skills (BIS) single figure basis (i.e. including the vesting amount of the 2010-2012 PSP and not the value at award of his 2013-2015 LTIP award) Chris Lucas received 2012 total remuneration of £1.677m.

BIS single figure for 2012 total remuneration

£000

Salary	Pension	Benefits	Bonus	LTIP	Total
800	200	34	0	643	1,677

Previous Long Term Incentive Plan awards

The Committee considered the vesting and release of shares pursuant to Chris Lucas' 2010-2012 Performance Share Plan (PSP) award. Vesting of the award is subject to Barclays total shareholder return (TSR) growth and return on risk weighted assets (RoRWA) performance over the performance period. Each performance condition operates independently over 50% of the award respectively. For the performance period RoRWA was 0.69%, below the threshold for the RoRWA element of the award to vest. At the end of 2012 Barclays relative TSR performance was ranked fifth out of a peer group of 12. The award was also subject to a discretionary underpin by which the Committee must be satisfied with the underlying financial health of the Group. The Committee was satisfied that this underpin was met, and accordingly determined that the award should vest to the extent of 23% of the maximum number of shares under the total award. The shares are scheduled to vest in March 2013. The value of these shares as at 28 February 2013 is £0.643m as shown in the 'BIS single figure' table above.

Chris Lucas also currently holds unvested LTIP awards under the Barclays LTIP for the performance periods 2011-2013 and 2012-2014. These awards are shown in the table on pages 100-101.

2013 objectives

Chris Lucas' performance objectives for 2013, by which 2013 remuneration decisions will be measured, include Group and individual measures and are both financial and non-financial. As for Antony Jenkins' 2013 performance assessment as detailed on page 89, the Committee will assess Chris' performance in line with delivering the Transform commitments. Chris' 2013 performance will also be assessed by the Committee by reference to driving the control agenda through leading the finance, tax and treasury functions, and building and strengthening relationships with investors, regulators and other stakeholders. Chris' objectives also include ensuring all risk and control frameworks and regulatory requirements are adhered to, and developing financing and liquidity frameworks which are a source of competitive advantage for Barclays.

Table of Contents**Implementation of Directors remuneration in 2012 continued****Executive Directors shareholdings**

From 2013 the Committee has introduced a new requirement that executive Directors should hold Barclays shares worth, as a minimum, four times salary. The current executive Directors have five years from the introduction of this new requirement to meet it (five years from appointment for a new executive Director) and they have a reasonable period to build up to the requirement again if it is not met because of a share price fall. Shares that count towards the requirement are beneficially owned shares including any vested share awards subject to holding periods (including vested LTIPs). Shares from unvested deferred share bonuses and unvested LTIPs do not count towards the requirement. This requirement replaces the previous guidelines and positions Barclays at the higher end of market practice.

The chart below shows the value of Barclays shares held beneficially by Antony Jenkins and Chris Lucas as at 28 February 2013 that count towards the new shareholding requirement.

Executive Director beneficial shareholdings based on share price at 28 February 2013

The table below provides further details of the executive Directors shareholdings. The format of this table reflects the Department for Business, Innovation and Skills draft disclosure regulation requiring disclosure of shares owned beneficially by executive Directors, and shares in which executive Directors have interests which are subject to either deferral terms or performance conditions. The interests shown below that are subject to performance conditions are based on the maximum number of shares that may vest. Further details on the executive Directors outstanding long term awards and shareholdings are shown on pages 100-101.

Executive Director shareholdings at 28 February 2013

	Number of shares	
	Antony Jenkins	Chris Lucas
Held beneficially (counting towards shareholding requirement)	1,580,856	912,830
Additional shares from unvested awards:		
those subject to deferral but not performance conditions	4,495,937	1,155,479
those subject to performance conditions (maximum number of shares)	2,319,062	4,902,118

Former Chief Executive Bob Diamond

Bob Diamond stepped down as Chief Executive and from the Boards of Barclays PLC and Barclays Bank PLC on 3 July 2012. Following this, the Board of Barclays PLC and Bob Diamond reached agreement on the terms of his termination of employment with the Barclays Group.

Pursuant to this agreement, and in line with his contract of employment, Bob Diamond will continue to receive salary, pension allowance and other benefits until the end of his notice period. The salary and pension allowance will be paid in a lump sum at the end of the notice period. The notice period will end on 2 July 2013 unless the employment termination date is brought forward by Bob Diamond with the agreement of Barclays. The other benefits include private medical insurance, life and disability cover, accommodation while in the UK, tax advice, the use of a company vehicle or the cash equivalent, and the use of a company driver when required for business purposes. In the event of an earlier cessation of employment, payments in respect of salary, pension allowance and other benefits will only be made up to the employment termination date.

Bob Diamond voluntarily waived all of his unvested deferred bonus awards and long term incentive share awards and no compensation was paid to him in respect of these. These awards had an estimated value of £19.9m on 3 July 2012. Bob Diamond was not considered for an annual bonus for 2012 and he will not receive any future bonus or long term incentive awards.

In accordance with his contract of employment, Bob Diamond was tax equalised during 2012 on tax above the UK rate where that could not be offset by a double tax treaty. He is not entitled to tax equalisation for income in respect of any period after 3 July 2012.

Further details on Bob Diamond's remuneration can be found on pages 98-101.

Table of Contents**2012 remuneration for non-executive Directors**

This section provides details of the fees provided to non-executive Directors during 2012 and details of their letters of appointment.

Remuneration for non-executive Directors reflects their responsibility and time commitment and the level of fees paid to non-executive directors of comparable major UK companies.

2012 fees for the Chairman and non-executive Directors (audited)				
	Fees £000	Benefits £000	2012 Total £000	2011 Total £000
Chairman				
Sir David Walker	167	6	173	
Non-executive Directors				
David Booth	170		170	145
Tim Breedon	18		18	
Fulvio Conti	110		110	105
Simon Fraser	140		140	130
Reuben Jeffery III	105		105	98
Sir Andrew Likierman	135		135	127
Dambisa Moyo	120		120	105
Sir Michael Rake	220		220	188
Sir John Sunderland	161		161	132
Alison Carnwath	114		114	158
Marcus Agius	750	1	751	751
Total	2,210	7	2,217	1,939

1. Sir David Walker was appointed to the Board as a non-executive Director with effect from 1 September 2012 and as Chairman from 1 November 2012. He received fees for the period 1 September 2012 to 31 October 2012 at the rate of £250,000 per annum, and from 1 November 2012 at the rate of £750,000 per annum. Sir David is also entitled to private medical cover and the use of a company vehicle and driver when required for business purposes.
2. Tim Breedon joined the Board as a non-executive Director on 1 November 2012.
3. Alison Carnwath resigned from the Board as a non-executive Director with effect from 24 July 2012.
4. Marcus Agius announced his intention to step down as Chairman and as a non-executive Director on 2 July 2012. On 3 July 2012, following the resignation of Bob Diamond, the Board agreed that Marcus Agius would become full-time Chairman and lead the search for a new Chief Executive as well as chair the Group Executive Committee. Marcus' appointment as a non-executive Director and Chairman subsequently terminated on 31 October 2012. In accordance with his appointment letter, Marcus Agius was paid his monthly fee as non-executive Director and Chairman for the remainder of his notice period up to 1 January 2013. Accordingly the fees and benefits shown in the table above are for the whole of 2012. No other payments were made in connection with his resignation.
- 5.

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Marcus Agius was appointed as a senior advisor providing corporate advisory support to Barclays Corporate Banking with effect from 1 November 2012. He is entitled to a fee for this role at the rate of £175,000 per annum. This fee was not paid for the period of 1 November 2012 to 1 January 2013. He is also eligible for medical cover. The appointment will be reviewed after 12 months in the light of business generated.

Letters of appointment

The Chairman and non-executive Directors have individual letters of appointment. The effective dates of the letters of appointment are shown in the table below. All current non-executive Directors with the exception of Sir Andrew Likierman will be standing for re-election at the 2013 Annual General Meeting.

Effective dates of letters of appointment	Effective date
Chairman	
Sir David Walker	1 September 2012 (non-executive Director), 1 November 2012 (Chairman)
Non-executive Directors	
David Booth	1 May 2007
Tim Breedon	1 November 2012
Fulvio Conti	1 April 2006
Simon Fraser	10 March 2009
Reuben Jeffery III	16 July 2009
Sir Andrew Likierman	1 September 2004
Dambisa Moyo	1 May 2010
Sir Michael Rake	1 January 2008
Sir John Sunderland	1 June 2005
Alison Carnwath	1 August 2010 (until 24 July 2012)
Marcus Agius	1 January 2007 (until 31 October 2012)

Table of Contents

Remuneration Committee

Role, membership and activities of Barclays Board Remuneration Committee

This section explains how the Committee discharges its responsibilities, and gives details of the Committee's membership, its terms of reference and its activity during 2012.

Board Remuneration Committee

- Chairman and members**
- Sir John Sunderland, Committee member since 1 July 2005, Committee Chairman since 24 July 2012
 - Sir David Walker, Committee member since 1 September 2012
 - Simon Fraser, Committee member since 1 May 2009
 - David Booth, Committee member since 1 July 2012
 - Tim Breedon, Committee member since 1 December 2012
 - Alison Carnwath stood down as Committee Chairman with effect from 24 July 2012
 - Marcus Agius stood down as a Committee member with effect from 12 July 2012
- (all current members are considered independent by the Board)

Committee attendance in 2012

	Meetings eligible to attend
Sir John Sunderland	11 1111 1
Sir David Walker	11
Simon Fraser	11 1111 1
David Booth	11 11
Tim Breedon	1
Alison Carnwath	11 111
Marcus Agius	11 1
1 Attended · Did not attend	

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Remit

- The Committee exercises oversight of remuneration as described in more detail below

Terms of Reference

- The Committee is responsible for setting the over-arching objectives, principles and parameters of remuneration policy across the Group

- It has specific responsibility for approving remuneration of executive Directors, members of the Group and business Executive Committees, Code Staff and any other employees with total remuneration of £1m or more

- It considers and approves buy-outs of forfeited rights for new hires of £1m or more, and packages on termination where the total value is £1m or more

- The Committee also reviews the policy relating to all remuneration schemes including pensions, and considers and approves policies to promote the alignment of the interests of shareholders and employees. It is also responsible for the selection and appointment of remuneration consultants. The Terms of Reference are at www.group.barclays.com/about-barclays/about-us/the-board-committees or from the Company Secretary on request

Number of meetings

- Normally four or five scheduled meetings per year

- Seven meetings were held during 2012

External advisors

- The Committee takes into account independent advice and appraisals of latest market data when considering incentive levels and remuneration packages against the background of its policy of not paying more than is necessary. Towers Watson advised the Committee in 2011 and up to February 2012, and was re-appointed as its independent advisor in October 2012. Towers Watson also provides remuneration data to the Group and pensions advice and administration services to the Barclays Bank UK Retirement Fund. The advice provided by Towers Watson to the Committee is independent. Towers Watson is a signatory to, and its continuing appointment as adviser to the Committee is conditional on adherence to, the voluntary UK Code of Conduct for executive remuneration consultants

- Johnson Associates, Inc. provided advice to the Committee between February 2012 and October 2012

Internal input

- Group Chief Executive and, as necessary, members of the Executive Committee

- Company Secretary

- Human Resources Director

- Reward and Performance Director

- Regular updates on Group and business financial performance and the Group's risk profile were provided by the Group Finance Director and Chief Risk Officer respectively

- No Barclays employee or Director participates in discussions or decisions of the Committee relating to his or her own remuneration

Table of Contents

Remuneration Committee activities in 2012

The following provides a summary of the Committee's activities during 2012 and during the January and February 2013 meetings when 2012 remuneration decisions were finalised. The performance of the Committee is reviewed each year as part of the Board Effectiveness Review. This year's review concluded that the Committee continues to operate effectively. There was a diminution in overall score partly as a result of the increase in votes against the 2011 remuneration report. In discharging its responsibilities for executive Director remuneration, as well as considering the 2012 remuneration decisions outlined in this report, the Committee exercised its discretion in relation to the terms of Bob Diamond's termination of employment and the terms of Antony Jenkins' appointment as Group Chief Executive.

Board Remuneration Committee activities

February 2012	;	Final 2011 incentive funding
	;	Executive Director and senior executive remuneration
	;	Risk adjustment and malus
	;	2011 Remuneration Report
	;	Update on international mobility
	;	Review of payround analytics
March & May 2012	;	Review of Committee effectiveness
	;	Review of Committee's Terms of Reference
	;	Compensation trend analysis
	;	Barclays LTIP review
	;	Employee opinion survey update
July 2012	;	Lookback on 2011/12 payround and initial 2012 incentive projections
(2 meetings)	;	Remuneration of senior individuals
October 2012	;	Appointment of external Committee advisor
	;	Update on pension and benefits
	;	Forecast 2012 incentive funding
	;	Operation of malus
	;	FSA Remuneration Policy Statement and Code Staff

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- ; Update on all employee share plans

December 2012

- ; Approach to executive Director pensions
- ; 2012 incentive funding proposals
- ; Initial considerations on senior executive remuneration
- ; Barclays LTIP 2013 design
- ; Update on Absa Remuneration Committee activity

January & February 2013

- ; Final 2012 incentive funding
- ; Executive Director and senior executive remuneration
- ; Revised remuneration policy and 2012 Remuneration Report
- ; Risk adjustment and malus
- ; Compensation projections
- ; Update on international mobility
- ; Review of payround analytics

Regular items: finance and risk reports; market and stakeholder updates including FSA, US Federal Reserve and other regulatory matters; LTIP performance updates; hiring and leaver updates.

Shareholder engagement

The Committee was concerned at the disappointing level of support for last year's remuneration report. At the April 2012 Annual General Meeting 73% of the votes cast were in favour of the 2011 report, while 27% were against. The Committee is resolute in seeking to receive significantly more votes in favour of this report at the 2013 Annual General Meeting.

The decisions we have made for 2012 and the policies we have set for 2013 and beyond show that determination. We recognise that remuneration is an area of particular interest to shareholders and that in setting and considering changes to remuneration policy we must take into account their views. Accordingly, a series of meetings were held in 2012 and early 2013 with major corporate shareholders and shareholder representative groups (including the Association of British Insurers, National Association of Pension Funds and ISS). The Committee Chairman attended these meetings, accompanied by senior Barclays employees (including the Reward and Performance Director and the Company Secretary). Matters discussed included executive Director remuneration, the Barclays LTIP for 2013 and the enhancement of executive shareholding requirements. Discussions also covered total compensation and incentive costs, and strategic matters such as remuneration strategy and the allocation of distributable earnings between shareholders and employees. The Committee notes that shareholder views on some matters are not always unanimous, but values the insight and engagement that these interactions and the expression of sometimes different views provide. This engagement is not cosmetic. It has contributed directly to the decisions made by the Committee for 2012 and for 2013.

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Barclays PLC Annual Report 2012 I 95

Table of Contents**Additional remuneration disclosures****2012 total remuneration of the eight highest paid senior executive officers below Board level**

The table below shows the details of salary, bonus for 2012 and the value at award of 2013 long term incentive awards for the eight highest paid senior executive officers below Board level who were Key Management Personnel in 2012. Total incentives (i.e. bonus and the value at award of LTIP awards) for the top eight in aggregate for 2012 reduced by 49% compared to total incentives for the top eight in aggregate for 2011.

Eight highest paid senior executive officers below Board level								
	1	2	3	4	5	6	7	8
	2012	2012	2012	2012	2012	2012	2012	2012
	£000	£000	£000	£000	£000	£000	£000	£000
Salary	700	600	400	600	758	400	700	518
Current year cash bonus	0	460	350	280	379	240	0	0
Current year share bonus	0	460	350	280	379	240	0	0
Deferred cash bonus	1,125	690	525	420	569	360	0	0
Deferred share bonus	1,125	690	525	420	569	360	0	0
Total of salary and bonus	2,950	2,900	2,150	2,000	2,654	1,600	700	518
Long term incentive award	800	800	800	800	0	800	800	779
Total remuneration	3,750	3,700	2,950	2,800	2,654	2,400	1,500	1,297
Total remuneration of the employees in the Barclays Group								

The table below shows the number of employees in the Barclays Group in 2011 and 2012 in bands by reference to total remuneration. Total remuneration comprises salary, bonus and the value at award of LTIP awards.

Total remuneration of the employees in the Barclays Group		
	Number of employees	
Total remuneration band	2012	2011
£0 to £25,000	71,581	77,483
£25,001 to £50,000	37,300	33,126
£50,001 to £100,000	22,766	21,424
£100,001 to £250,000	10,158	10,305
£250,001 to £500,000	2,440	2,518
£500,001 to £1,000,000	910	942
£1,000,001 to £2,500,000	373	388
£2,500,001 to £5,000,000	50	68
£5,000,001 and above	5	17

Table of Contents**Code Staff remuneration**

Code Staff are the members of the Barclays PLC Board and Barclays employees whose professional activities could have a material impact on the Group's risk profile. A total of 393 individuals were Code Staff in 2012 (2011: 238).

Code Staff aggregate 2012 remuneration by business						£m
	Investment Bank	Corporate Banking	Wealth and Investment Management	Retail & Business Banking	Absa	Group Functions
	412	11	41	32	8	36

Code Staff aggregate 2012 remuneration by remuneration type			£m
	Senior management	Other Code Staff	
Salary	10	93	
Current year cash bonus	2	27	
Current year share bonus	2	15	
Deferred cash bonus	4	186	
Deferred share bonus	4	188	
Total	22	509	
Long term incentive award	8	1	

Value of long term incentive awards is the value at award.

Code Staff deferred remuneration			£m
	Senior management	Other Code Staff	
Deferred unvested remuneration outstanding at 31 December 2011	129	578	
Impact of Code Staff leaving during 2011 or joining in 2012	(1)	479	
Deferred unvested remuneration outstanding at 1 January 2012	128	1,057	
Deferred remuneration awarded in 2012	47	535	
Deferred remuneration reduced in 2012 through performance adjustments	(46)	(55)	
Deferred remuneration vested in 2012	(29)	(391)	
Deferred unvested remuneration outstanding at 31 December 2012	100	1,146	

There was no deferred vested remuneration outstanding at the end of 2012.

Code Staff joining and severance payments			£m
	Senior management	Other Code Staff	
Total sign-on awards (three individuals)	0	1	
Total buy-out awards (five individuals)	0	2	
Total severance awards (five individuals) (highest individual award £1m)	0	2	

Senior management means members of the Barclays PLC Board and senior managers as defined in the FSA's Remuneration Code. Code Staff are subject to a minimum shareholding guideline and 2012 share bonuses awarded to Code Staff are subject to a six month holding period following vesting.

Table of Contents**Statutory remuneration disclosures**

This page and pages 99-103 provide details of executive Directors' remuneration in line with current UK directors' remuneration disclosure requirements. Accordingly the figures shown in the tables on pages 98-99 for Antony Jenkins and for Bob Diamond are, unless otherwise stated, only for the period during which they served as executive Directors. Antony Jenkins' full year 2012 remuneration is shown on pages 88-89.

Executive Directors - total remuneration (audited)					
	Antony Jenkins 2012	Chris Lucas 2012	2011	Bob Diamond 2012	2011
	£000	£000	£000	£000	£000
Salary	373	800	800	685	1,350
Current year cash bonus	0	0	0	0	0
Current year share bonus	0	0	0	0	0
Deferred cash bonus	0	0	0	0	0
Deferred share bonus	0	0	1,800	0	2,700
Total of salary and bonus	373	800	2,600	685	4,050
Long term incentive award	1,467	1,067	1,333	0	2,250
Total remuneration	1,840	1,867	3,933	685	6,300

Antony Jenkins became an executive Director on 30 August 2012. The figure shown above for 2012 salary is for the period from 30 August 2012 to 31 December 2012. Antony Jenkins was a member of the boards of Absa Group Limited and Absa Bank Limited during 2012. The directors fees for the Absa board positions were paid to Barclays not Antony Jenkins. Bob Diamond ceased to be an executive Director on 3 July 2012. The figure shown above for 2012 salary is for the period from 1 January 2012 to 3 July 2012. In addition, Bob Diamond is entitled to salary for the period from 4 July 2012 to the date of termination of his employment (no later than 2 July 2013) at the rate of £1.35m per annum. This is payable in a lump sum at the end of his notice period.

Executive Directors - 2012 and 2013 salary			
	Salary at 31 December 2012	Salary at 1 April 2013	Date of previous increase
	£000	£000	
Antony Jenkins	1,100	1,100	30 August 2012
Chris Lucas	800	800	1 April 2010

Bob Diamond's salary as an executive Director was £1.35m per annum (date of previous increase was 1 January 2011).

Executive Directors - Pension (audited)							
		Transfer	Transfer				
	Accrued	value of accrued	value of accrued	Increase in transfer			
Age at	pension at	pension at	pension at	value during	cash in		
31 December	Completed years of	31 December	31 December	2012	2012	lieu of	
2012	service	2012	2011	2012	2012	pension	
		£000	£000	£000	£000	£000	£000

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Antony Jenkins	51	12	3	190	232	42	123
Chris Lucas	52	5					200
Bob Diamond	61	15	61	599	678	79	343

Antony Jenkins left the UK pension scheme on 1 April 2012, and started receiving cash in lieu of pension. He was appointed as an executive Director on 30 August 2012, and the 2012 cash in lieu of pension shown above is for the period 30 August 2012 to 31 December 2012. The accrued pension shown above relates to his 1964 section pension only, whereas the transfer values include a further defined benefit (cash balance) earned in the Afterwork pension section. The main reasons for the increase in transfer value during 2012 are changes to the underlying financial assumptions. Antony Jenkins' accrued pension increased during 2012 due to inflation.

Bob Diamond ceased to be an executive Director on 3 July 2012. The 2012 cash in lieu of pension shown above is for the period 1 January 2012 to 3 July 2012. From 4 July 2012 until the date of termination of his employment (no later than 2 July 2013), he is entitled to cash in lieu of pension (at a rate of £675,000 per annum). This will be paid in a lump sum at the end of his notice period. Bob Diamond ceased to be an active member of Barclays US defined benefit and contribution plans as at 31 December 2010. The increase in the transfer value during 2012 is primarily due to changes in US financial assumptions and being one year closer to retirement age. Bob Diamond's accrued pension increased during 2012 due to exchange rate fluctuations.

Table of Contents

Executive Directors - Benefits (audited)		
	2012	2011
	£000	£000
Antony Jenkins	19	
Chris Lucas	34	28
Bob Diamond	262	474

The figure shown above for Antony Jenkins is for the period from 30 August 2012 to 31 December 2012. The figure shown above for 2012 benefits for Bob Diamond is for the period from 1 January 2012 to 3 July 2012. In addition, Bob Diamond is entitled to benefits for the period from 4 July 2012 to the date of termination of his employment (no later than 2 July 2013). The total benefits for the period 4 July 2012 to 2 July 2013 are expected to be £0.4m.

Executive Directors - Tax equalisation (audited)		
	2012	2011
	£000	£000
Antony Jenkins		
Chris Lucas		
Bob Diamond	602	5,745

Bob Diamond was tax equalised on tax above the UK tax rate where that cannot be offset by a double tax treaty. The 2012 tax equalisation cost is in respect of income for the period up to 3 July 2012. Bob Diamond is not entitled to tax equalisation for income in respect of any period after 3 July 2012.

Executive Directors - total of salary, current year bonus, cash in lieu of pension and benefits (audited)		
	2012	2011
	£000	£000
Antony Jenkins	515	
Chris Lucas	1,034	1,028
Bob Diamond	1,290	2,499

The total for 2012 for Bob Diamond including tax equalisation is £1.892m which is the sum of £1.29m shown above and gross costs of tax equalisation of £0.602m (2011 total including 2011 tax equalisation: £8.244m).

Table of Contents

Statutory remuneration disclosures continued

Executive Directors - outstanding share plan and long term incentive plan awards (audited)

	Number of shares under award/option at 1 January 2012 (maximum)	Number of shares awarded in year (maximum)	Market price on award date	Weighted average exercise price	Number of shares released/exercised
Antony Jenkins					
Executive Share Award Scheme	10,905				3,853
Barclays LTIP 2012-2014		1,052,347	£1.81		
Barclays LTIP 2012-2014		1,266,715	£1.86		
Share Value Plan 2010	824,282		£3.55		412,141
Share Value Plan 2011	428,055		£2.88		142,685
Share Value Plan 2012		1,796,137	£2.53		
Share Value Plan 2012		1,995,237	£1.86		
Incentive Share Plan 2009	166,463		£2.34		166,463
Chris Lucas					
PSP 2009-2011	1,598,046		£2.34		1,118,632
PSP 2010-2012	927,318		£3.55		
Sharesave 2007	3,735			£4.70	
Sharesave 2012		6,250		£1.44	
Executive Share Award Scheme	646,762				
Share Value Plan 2011	195,439		£2.76		65,146
Share Value Plan 2012		736,877	£2.53		
Barclays LTIP 2011-2013	1,447,701		£2.76		
Barclays LTIP 2012-2014		2,158,661	£1.81		
Bob Diamond					
PSP 2010-2012	5,563,902		£3.55		
Incentive Share Option Plan	472,328			£3.96	
Executive Share Award Scheme	246,141				48,679
Share Value Plan 2011	850,524		£2.76		283,508
Share Value Plan 2012		1,105,316	£2.53		
Barclays LTIP 2011-2013	2,442,996		£2.76		
Barclays LTIP 2012-2014		3,642,741	£1.81		

The interests shown in the table above are the maximum number of Barclays shares that may be received under each plan. Executive Directors do not pay for any share plan or long term incentive plan awards. Numbers shown for Executive Share Award Scheme (ESAS) represent provisional allocations that have been awarded and may also include shares under option as at 31 December 2012. Nil cost options are normally granted under mandatory ESAS awards at the third anniversary of grant and are exercisable (over initial allocation and two thirds of bonus shares) typically for two years. The aggregate exercise price of a nil cost option is £1. At the fifth anniversary of the provisional allocation the nil cost options normally lapse and the shares (including bonus shares) are released at the discretion of the ESAS trustee. Chris Lucas held nil cost options over 43,077 shares under ESAS as at 31 December 2012. These were granted in 2011. The first and last exercise dates are 1 March 2011 and 19 March 2013 respectively. Antony Jenkins received 634 dividend shares from ESAS awards released in 2012, 22,949 dividend shares from SVP awards released in 2012 and 9,114 dividend shares from the Incentive Share Plan award released in 2012 (market price on release date was £2.36). Chris Lucas received 61,242 dividend shares from the PSP award released in 2012 (market price on release date was £2.36) and 1,544 dividend shares from the SVP award released in 2012 (market price on release date was £2.03). Bob Diamond received 8,012 dividend shares from ESAS

Executive Directors - outstanding Contingent Capital Plan (CCP) awards and Cash Value Plan awards (audited)

Value under award at 1 January 2012 (maximum) (£000)	Value awarded in year (maximum) (£000)	Value paid in year (£000)	Value lapsed in year (£000)	Value under award at 31 December 2012 (maximum) (£000)	First scheduled release date	Last scheduled release date
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Antony Jenkins

Contingent Capital Plan 2011	1,350		450	900	15/03/2012	15/03/2014
Cash Value Plan 2012		2,250		2,250	18/03/2013	16/03/2015

Chris Lucas

Contingent Capital Plan 2011	540		180	360	23/05/2012	23/05/2014
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Bob Diamond

Contingent Capital Plan 2011	2,350		783	1,567		
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Deferred cash bonuses granted under CCP in 2011 and CVP in 2012 are dependent on future service and vest subject to malus conditions. The vesting of CCP awards is subject to the condition that the Core Tier 1 ratio is equal to or exceeds 7%. On the vesting of CCP awards, a coupon may be added which for the awards shown is 7% on the award amount (on an annualised and non-compounded basis). In addition to the values paid in year shown in the table above, a coupon of 7% was paid on the CCP amounts paid in 2012. Executive Directors do not pay for CCP awards. On the vesting of CVP awards, a service credit may be added on the third and final vesting amount which for the award shown is 10% on the award amount. Antony Jenkins received the CVP award as part of his 2011 bonus, which was awarded in respect of performance in his role as CEO of Retail and Business Banking. He did not pay for the award.

Table of Contents

Market price on release/exercise date	Number of shares lapsed in 2012	Number of shares under award/option at 31 December 2012 (maximum)	Vested number of shares under option	Value of release/exercise (£000)	End of three year performance period, or first exercise/scheduled release date	Last exercise/scheduled release date
£2.356		7,052		9	20/03/2011	18/03/2013
		1,052,347			31/12/2014	25/05/2015
		1,266,715			31/12/2014	25/05/2015
£2.356		412,141	40,621	971	01/03/2011	18/03/2013
£2.356		285,370			12/03/2012	15/03/2014
		1,796,137			18/03/2013	16/03/2015
		1,995,237			17/03/2014	16/03/2015
£2.356				392		
£2.356	479,414	927,318		2,635	31/12/2012	18/03/2013
		3,735			01/11/2014	30/04/2015
		6,250			01/11/2015	30/04/2016
		646,762			01/03/2011	16/03/2015
		130,293			08/05/2012	06/05/2014
£2.028		736,877		132	18/03/2013	16/03/2015
		1,447,701			31/12/2013	06/05/2014
		2,158,661			31/12/2014	25/05/2015
	5,563,902					
	123,216	349,112	349,112		14/03/2006	22/03/2014
£2.356	197,462			115		
£2.028	567,016			575		
	1,105,316					
	2,442,996					
	3,642,741					

awards released in 2012 (market price on release date was £2.36) and 6,721 dividend shares from the SVP award released in 2012 (market price on release date was £2.03). The options held at 31 December 2012 by Bob Diamond under the Incentive Share Option Plan vested in 2006 and 2007. With the exception of Chris Lucas SVP 2012 award, SVP awards do not have performance conditions as the awards are deferred share bonuses. Vesting of SVP awards is dependent on future service and subject to malus conditions. The vesting of 50% of each tranche of Chris Lucas SVP 2012 award is subject to the condition that on vesting return on equity exceeds cost of equity. The vesting of 50% of the second and third tranches of Chris Lucas SVP 2012 award are also subject to the Committee being satisfied with progress against the FSA's capital targets. The highest and lowest Barclays share prices during 2012 were £2.66 and £1.50 respectively; the share price on 31 December 2012 was £2.62. In relation to Chris Lucas PSP 2009-2011 award, the RoRWA performance measure was met and the TSR performance measure was partially met. The Committee also considered the underpin and was satisfied with the underlying health of the Group after considering economic profit and profit before tax on a cumulative basis over the three year performance period. As a result, the award vested in March 2012 at 2.1 times the initial award (maximum was three times).

Table of Contents

Statutory remuneration disclosures continued

Executive Directors - outstanding long term incentive plans performance conditions					
Plan	Performance period	Performance period measure	Target	Underpin	Actual performance
Barclays LTIP	2012-2014	60% of award calibrated against RoRWA (excluding own credit)	23% of award vests for average annual RoRWA percentage of 1.1% over the performance period. Maximum of 60% vests for average annual RoRWA of 1.6%. Vesting on a straight line basis in between	Following the determination of the RoRWA vesting percentage, if the Committee is satisfied with underlying Group financial health (based on cumulative profit before tax excluding own credit) it may, at its discretion, adjust the percentage of award up or down by up to five vesting percentage points (subject to the maximum of 60% for the award calibrated against RoRWA)	To be determined at vesting in May 2015
		30% of award calibrated against loan loss rate	10% of award vests for average annual loan loss rate of 93bps over the performance period. Maximum of 30% vests for 70bps or below. Vesting on a straight line basis in between		
		10% of award calibrated against Citizenship metrics	Performance against the Barclays Citizenship strategy is assessed by the Committee to determine the percentage of the award that may vest between 0% and 10%		
Barclays LTIP	2011-2013	60% of award calibrated against RoRWA	23% of award vests for average annual RoRWA percentage of 1% over the performance period. Maximum of 60% vests for average annual RoRWA of 1.5%. Vesting on a straight line basis in between	Following the determination of the RoRWA vesting percentage, the Committee may take into account profit before tax over the performance period and may, at its discretion, adjust the percentage of award up or down by up to five vesting percentage points (subject to the maximum of 60% for the award calibrated against RoRWA)	To be determined at vesting in May 2014

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30% of award calibrated against loan loss rate

10% of award vests for average annual loan loss rate of 95bps over the performance period. Maximum of 30% vests for 81bps or below. Vesting on a straight line basis in between

10% of award calibrated against sustainability metrics

Performance against the sustainability metrics is assessed by the Committee to determine the percentage of the award that may vest between 0% and 10%

PSP	2010-2012	50% of award calibrated against a relative TSR performance condition	33% of maximum award released for above median performance (6th place) with 100% released in 1st place and a scaled basis in between	Committee must be satisfied with the underlying financial health of the Group after considering economic profit and profit before tax on a cumulative basis over the three year period	Details of actual performance are shown on page 91
		50% of award calibrated against average RoRWA	17% of maximum award released for 0.83% scaled to a maximum award at 1.46%		

PSP TSR peer group: UK: HSBC; Europe: Banco Santander, BBVA, BNP Paribas, Credit Suisse, Deutsche Bank, Societe Generale, Unicredit; US: Bank of America, JP Morgan Chase, Morgan Stanley.

Table of Contents**Executive Directors - interests in Barclays PLC shares**

	Number of shares at 1 January 2012		Number of shares at 31 December 2012	
	Beneficial	Non-beneficial	Beneficial	Non-beneficial
Antony Jenkins	1,580,334		1,580,856	
Chris Lucas	297,467		912,830	

Interests shown for Antony Jenkins in the columns for 1 January 2012 are as at 30 August 2012 (the date he joined the Board). Beneficial interests include shares held either directly or through a nominee, spouse, or children under 18. They include interests held through Sharepurchase. Non-beneficial interests include any interests in shares where an executive Director holds the legal but not beneficial interest. There were no changes in the beneficial and non-beneficial interests in the period from 31 December 2012 to 28 February 2013.

Non-executive Directors - interests in Barclays PLC shares

	At 1 January 2012 total beneficial interests	At 31 December 2012 total beneficial interests	At 28 February 2013 total beneficial interests
Chairman			
Sir David Walker		77,303	81,904
Non-executive Directors			
David Booth	82,867	92,061	94,550
Tim Breedon		2,000	2,655
Fulvio Conti	48,500	58,015	60,978
Simon Fraser	79,514	87,970	90,637
Reuben Jeffery III	72,174	124,468	128,148
Sir Andrew Likierman	32,329	40,320	42,835
Dambisa Moyo	7,798	16,566	19,232
Sir Michael Rake	35,213	42,825	45,211
Sir John Sunderland	88,058	95,815	98,302

Beneficial interests shown for Sir David Walker and Tim Breedon in the column for 1 January 2012 are as at 1 September 2012 and 1 November 2012 respectively (the dates they joined the Board). Reuben Jeffery III's beneficial interest as at 31 December 2012 comprised 25,000 American Depositary Shares and 24,468 Barclays shares, and as at 28 February 2013 comprised 25,000 American Depositary Shares and 28,148 Barclays shares. Except as described in this note, there were no changes to the total beneficial interests of the non-executive Directors in the period from 31 December 2012 to 28 February 2013.

Total shareholder return

The graph below shows the value, at 31 December 2012, of £100 invested in Barclays on 31 December 2007 compared with the value of £100 invested in the FTSE 100 Index. The other points plotted are the values at intervening financial year ends. The FTSE 100 Index is a widely recognised performance comparison for large UK companies and this is why it has been chosen as a comparator to illustrate Barclays total shareholder return.

Total shareholder return

Table of Contents

Tough questions, honest answers

Its one scandal after another. How can I learn to trust Barclays again? Will the culture really change?

Only a business driven by strong values can deliver strong, sustainable returns. Our newly defined Purpose and Values are fundamental to Barclays long term success and represent the set of standards under which all of us at Barclays will work, and against which the performance of every employee will be assessed and rewarded. Go to www.barclays.com/Transform for further information on Purpose and Values.

Table of Contents

Risk review

Insight into the level of risk across our businesses and portfolios, the material risks and uncertainties we face and the key areas of management focus. To find out more about the major risk policies which underlie our Risk Exposures, we have consolidated policy-based qualitative information under Risk Management.

For a more detailed breakdown on our Risk review and Risk management contents please see pages 106-107.

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Barclays PLC Annual Report 2012 I 105

Table of Contents

Risk review

Contents

The management of risk plays a central role in the execution of Barclays strategy.

For the 2012 Annual Report we have aimed to develop our approach to risk reporting to ensure disclosure is transparent and easily navigable:

To provide the user with insight into the level of risk across our businesses and portfolios, the material risks and uncertainties we face and the key areas of management focus, we present our Risk review;

To allow the user to explore deeper and find out more about the major risk policies which underlie our risk exposures, we have consolidated policy-based qualitative information under Risk management; and

We have aimed to provide clear cross-referencing between the Risk review and Risk management sections within the Annual Report, and between the Annual Report and accompanying regulatory information in the Pillar 3 Report (<http://group.barclays.com/about-barclays/investor-relations/annual-reports>).

Risk Overview	Annual Report		Pillar 3 Report
	Risk review	Risk management	
These pages provide a comprehensive overview of Barclays risk factors and approach to risk management.	Risk factors	108-115	314-320
	Barclays risk management strategy		314
	Our risk culture		316
	Assigning responsibilities		317
	Principal risks policy		317-320
	Risk management in the setting of strategy		
	Modelling of risk		

86-93

Credit Risk	Annual Report		Pillar 3 Report
	Risk review	Risk management	
Credit risk is the risk of suffering financial loss should	Credit risk overview and risk factors	108-110	
	Analysis of Maximum exposure and collateral		

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the Group's customers, clients or market counterparties fail to fulfil their contractual obligations.

and other credit enhancement held	116-117	329-330	
Balance sheet concentrations of Credit risk	118-121	330-331	24-26
Balance sheet credit quality	122-123	330-331	29-38, 110-116
Analysis of loans and advances and impairment	124-128	323-325	38-41
Retail credit risk	129-135	322-327	
Wholesale credit risk	136-141	322-327	
Barclays Credit Market Exposures	142		
Exposures to Eurozone countries	143-154		
Analysis of securitisations			57-63, 103-106
Maturity of credit exposures			27-28
Capital Requirements for Credit Risk			19-20, 23
Counterparty Credit Risk exposure and RWAs			46-50
RWAs and Credit Risk exposure by business and Basel asset class			21-23

Market Risk	Annual Report		Pillar 3 Report
	Risk review	Risk management	
Market risk is the risk of the Group suffering financial loss due to the Group being unable to hedge its balance sheet at prevailing market levels.			
Market risk overview and risk factors	111	332-333	
Analysis of traded market risk exposures	155-156	333-336	52-54
Analysis of non-traded market risk exposures	156-159	336	55
Foreign exchange risk	160		
Other market risks	161		102
Analysis of securitisations			57-63, 103-106
Capital Requirements for market risk			52

Table of Contents

Funding Risk Capital		Annual Report		Pillar 3 Report
		Risk review	Risk management	
Capital risk is the risk that the Group is unable to maintain appropriate capital ratios.	Funding risk Capital overview and risk factors	111-112	340-341	
		163		15-17
	Capital Composition	164		6
		165		8,23,47,52,65
	Movement in total regulatory capital	165-166		7
		166-168		68-74
		168-169		
	Risk Weighted Assets by risk type and business	169-170		74
		171		
	Movement in Risk Weighted Assets			
	Impact of Basel 3			
	Adjusted Gross Leverage			
Implementation of Basel 3 Leverage Impacts				
Economic capital				
Funding Risk Liquidity		Annual Report		Pillar 3 Report
		Risk review	Risk management	
Liquidity risk is the risk that the Group is unable to meet its obligations as they fall due as a result of a sudden, and potentially protracted, increase in net cash outflows.	Funding risk Liquidity overview and risk factors	111-112	337-339	
		172-174		
	Liquidity risk stress testing	175-176		
		176-179		
	Liquidity pool	180-182		
		182-183		
		183		
	Funding structure	183-186		
	Encumbrance			
	Credit Ratings			
Liquidity Management at Absa Group				
Contractual maturity of financial assets and liabilities				
Operational Risk		Annual Report		Pillar 3 Report
		Risk review	Risk management	
Operational risk is the risk of direct or indirect impacts resulting from human factors, inadequate or failed internal	Operational risk overview and risk factors	112-115	342-343	107-109
		187		66
	Operational risk profile	190-195		

processes and systems or external events.

Supervision and regulation

65

Capital Requirements for Operational Risk

Reputation Risk		Annual Report		Pillar 3 Report
		Risk review	Risk management	
Reputation risk is the risk of	Reputation risk	188		
<p>damage to Barclays brand arising from any association, action, or inaction which is perceived by stakeholders to be inappropriate or unethical.</p>				

Conduct Risk		Annual Report		Pillar 3 Report
		Risk review	Risk management	
Conduct Risk is the risk that	Conduct risk	189		
<p>detriment is caused to the Bank, our customers, clients or counterparties because of the inappropriate execution of our business activities. Conduct Risk, being a material risk faced by the</p> <p>Group, has been categorised as a new Principal Risk in 2013.</p>				

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Barclays PLC Annual Report 2012 I 107

Table of Contents

Risk review

Risk factors

Risk factors

The following information describes the material risks which the Group believes could cause its future results of operations, financial condition and prospects to differ materially from current expectations. Certain of the risks described below also have the potential to adversely impact the Group's reputation and brand which could adversely affect the Group's results of operations, financial condition and prospects.

Business conditions and the general economy

Barclays offers a very broad range of services to personal and institutional customers, including governments. The Group has significant activities in a large number of countries. Consequently, there are many ways in which changes in business conditions and the economy in a single country or region or globally can adversely impact profitability, whether at the level of the Group, the individual business units or specific countries of operation.

During 2012, the economic environment in Barclays main markets was marked by generally weak or negative growth (as measured by GDP), which has affected business, consumer and investor confidence across these regions. Economic performance in the near term remains uncertain and is expected to be subdued, which may in some cases lead to material adverse impacts on the Group's operations, financial condition and prospects, through, for example, changes in credit ratings, share price and solvency of counterparties, as well as higher levels of impairment and default rates, lower revenues and higher costs. A summary of the performance for each main geographical area is as follows:

- j In the UK, the economy grew by 0.2% in 2012, but negative growth in the fourth quarter has led to expectations of another difficult year in 2013. The potential for persistent unemployment, higher interest rates and rising inflation may increase the pressure on disposable incomes and affect an individual's ability to service debt with the potential to adversely impact performance in the Group's retail sector.
- j Although US economic performance in 2012 was largely positive, with growth slightly above 2%, the US economy grew by only 0.1% in the fourth quarter of 2012. Moreover, the unemployment rate remained historically high and the risk of a failure of government leaders to reach a more lasting fiscal agreement remains, both of which increase uncertainty and contribute to a lack of business, consumer and investor confidence and thus adversely affect Barclays US business operations.
- j The Eurozone saw negative growth during 2012 as it was impacted by the ongoing sovereign debt crisis. Credit conditions have remained weak and a depressed housing sector, high unemployment (especially acute amongst the under-30 year old population), contracting GDP and high government deficits may in the near term continue to adversely affect Barclays business operations in this region.
- j While South Africa experienced moderate economic growth in 2012, the housing sector showed some weakness towards the end of the year leading to uncertainty in the performance of the Absa business in the near term.

For further information on specific risks to our business relating to a potential economic downturn and the continuing Eurozone crisis, see below under credit risk.

Credit risk

Credit risk is the risk of the Group suffering financial loss if any of its customers, clients or market counterparties fails to fulfil their contractual obligations to the Group.

The credit risk that the Group faces arises mainly from wholesale and retail loans and advances together with the counterparty credit risk arising from derivative contracts entered into with its clients. Other sources of credit risk arise from trading activities, including: debt securities; settlement balances with market counterparties; available for sale investments; and reverse repurchase agreements. It can also arise when an entity's credit rating is downgraded, leading to a fall in the value of Barclays investment. In addition, the Group may incur significant unrealised gains or losses due solely to changes in the Group's credit spreads or those of third parties, as these changes may affect the fair value of the Group's derivative instruments and the debt securities that the Group holds or issues.

Risks

An economic downturn

The Group's results, financial condition and liquidity may continue to be adversely affected by the uncertainty around the global economy and the economies of certain areas where Barclays has operations. The Group's performance is at risk from any deterioration in the economic environment which may result from a number of uncertainties, including most significantly the following factors:

(i) Extent and sustainability of economic recovery, including impact of austerity measures on the European economies

The threat of weaker economies in a number of countries in which the Group operates could lead to higher levels of unemployment, rising inflation, potentially higher interest rates and falling property prices. Any deterioration in the global economic conditions could have an adverse impact on the credit quality of the Group's customers and counterparties and could lead to a reduction in recoverability and value of the Group's assets resulting in a requirement to increase the Group's level of impairment allowance.

Growth rates in the UK, US, Europe and South Africa continue to have implications for our portfolios, particularly in Europe where growth forecasts remain weak. Rising unemployment and higher interest rates would reduce debt service ability in the retail sector with a knock-on effect on corporate credit. The implementation of austerity measures to address high levels of public debt has negatively impacted economic growth and led to rising unemployment in some European countries. The monetary, interest rate and other policies of central banks and regulatory authorities may also have a significant adverse effect on a number of countries in which the Group operates. The Group's profitability is subject to further uncertainty from the growth prospects for the Chinese economy and the effect that this may have on the recovery prospects of the global economy.

Table of Contents

(ii) Increase in unemployment due to weaker economies in a number of countries in which the Group operates

During 2012 the unemployment rate in the Eurozone increased to 11.7% (December 2011: 10.7%) and remains particularly high in Spain at 26.1% (December 2011: 23.2%), although rates have declined in the US to 7.8% (December 2011: 8.5%) and the UK to 7.8% (December 2011: 8.3%) as businesses created jobs despite weak economies.

As customers' ability to service their debt is particularly sensitive to their employment status, any increase in unemployment rates could lead to an increase in delinquency and default rates, particularly in credit cards and unsecured loan portfolios, which may, in turn, lead to a requirement to increase the Group's impairment allowances in the retail sector. Any increase in impairment or higher charge-off to recovery and write-offs could have a material adverse effect on the Group's results, financial condition and capital position.

(iii) Impact of rising inflation and potential interest rate rises on consumer debt affordability and corporate profitability

Rising inflation resulting from central bank monetary policies or other factors, coupled with the potential for rising interest rates in response, could have significant adverse effects on both economic growth prospects and the ability of consumers and the corporate sector to service existing debt levels. Consumer debt affordability is sensitive to interest rates and so any rise, or series of increases, may lead to a significant rise in the Group's impairment charges, particularly in unsecured products, such as credit cards and personal loans, and adversely impact the Group's performance in a similar way to higher employment levels described above.

(iv) Possibility of further falls in residential property prices in the UK, South Africa and Western Europe

With a £115bn UK home loan portfolio (50% of the Group's total loans and advances to the retail sector), Barclays has a large exposure to adverse developments in the UK property sector. The credit quality of this portfolio, however, remains good with 76% of loans having a Loan-to-Value (LTV) of equal to or less than 75%. While arrears have remained steady and impairment modest in this property book the housing sector remains weak, despite continuing low interest rates. This weakness may contribute to further impairment in the near term resulting from a deterioration in house prices due to reduced affordability as a result of, for example, higher interest rates or increased unemployment.

Specifically, the UK interest only portfolio of £53bn remains more susceptible to weak property prices as these loans mature and customers are required to repay the entire principal outstanding at a time when the loan to value may be high. For further details on the Group's exposure to interest only home loans and the quality of the portfolio, refer to page 135.

If these trends in Spain and Portugal continue or worsen and/or if these developments occur in other European countries such as Italy in which we have particular exposure to residential mortgages outside the UK, we may incur significant impairment charges in the future, which may materially adversely affect the Group's results of operations and financial condition.

Throughout 2012 the South African housing sector has been depressed reflecting a weak economy and uncertain outlook. There is concern that unsecured personal debt levels are becoming very high. If the economic environment worsens and becomes subject to further stress this could adversely affect the Group's performance in the home loan, unsecured loan, auto and credit card portfolios. In Absa Business Markets, the corporate property book remains sensitive to property prices, with reductions potentially leading to increased impairment charges.

For further information see Retail Credit Risk and Wholesale Credit Risk (pages 129-141).

(v) US Fiscal Cliff and debt ceiling negotiations

Following the temporary agreement reached at the turn of 2012/13 concerning the expiry of tax cuts in the US federal budget as part of the Fiscal Cliff legislative negotiations, considerable uncertainty remains with regards to a longer term agreement, in particular with respect to potential adjustments to US federal government spending, for which the Fiscal Cliff legislative negotiations are ongoing. Failure to reach a more lasting agreement may lead to a new recession in the US, which may have a significant adverse effect on the global economy and lead to negative pressures on the Group's profitability. Such a failure could also negatively impact upon market confidence, potentially leading to a reduction in investor appetite and liquidity in the US bond and loan markets, which would also impact upon the Group's profitability.

The Eurozone crisis

The Group's performance may be materially adversely affected by the actual or perceived increase in the risk of default on the sovereign debt of certain European countries, the stresses currently being exerted on the financial system within the Eurozone, and the risk that one or more countries may exit the Euro.

(i) Impact of potentially deteriorating sovereign credit quality, particularly debt servicing and refinancing capability

Concerns in the market about credit risk (including that of sovereign states) and the Eurozone crisis remain high. The large sovereign debts and/or fiscal

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The UK Commercial Real Estate sector also remains at risk from deterioration in the housing sector which may affect customer confidence levels causing further adverse movements in real estate. This may result in higher levels of default rates in the corporate sector leading to higher impairment charges and write-offs by the Group.

The Spanish and Portuguese economies, in particular their housing and property sectors, remain under significant stress with falling property prices having led to higher LTV ratios and contributing to higher impairment charges.

deficits of a number of European countries and the sustainability of austerity programmes they have introduced have raised concerns regarding the financial condition of some sovereign states as well as financial institutions, insurers and other corporates that are: i) located in these countries; ii) have direct or indirect exposure to these countries (both to sovereign and private sector debt) and/or iii) whose banks, counterparties, custodians, customers, service providers, sources of funding and/or suppliers have direct or indirect exposure to these countries.

The default, or a further decline in the credit rating, of one or more sovereigns or financial institutions could cause severe stress in the financial system generally and could adversely affect the markets in which the Group operates, its businesses and the financial condition and prospects of the Group and that of its counterparties, customers, suppliers or creditors, directly or indirectly, in ways which it is difficult to predict.

For further information see Eurozone Exposure disclosures on pages 143-154.

Table of Contents

Risk review

Risk factors continued

(ii) Potential exit of one or more countries from the Euro as a result of the European debt crisis

An exit of one or more countries from the Eurozone may adversely impact the Group's profitability in a number of ways. Risks associated with a potential partial break-up of the Euro area include:

- | Direct risk arising from sovereign default of an exiting country and the impact on the economy of, and the Group's counterparties in, that country;
- | Indirect risk arising from the subsequent impact on the economy of, and the Group's counterparties in, other Eurozone countries;
- | Indirect risk arising from credit derivatives that reference Eurozone sovereign debt; and
- | Direct redenomination risk on the potential mismatch in the currency of the assets and liabilities on balance sheets of the Group's local operations in countries in the Eurozone.

Although the Group reduced the aggregate net funding mismatch in local balance sheets during 2012 from £12.1bn to a £1.9bn surplus in Spain, from £6.9bn to £3.3bn in Portugal and from £12.0bn to £9.6bn in Italy, there can be no assurance that the steps taken by the Group to actively match local external assets with local external liabilities will be fully successful.

Furthermore the departure from and/or the abandonment of the Euro by one or more Eurozone countries could lead to significant negative effects on both existing contractual relations and the fulfilment of obligations by the Group and/or its customers, which would have a negative impact on the activity, operating results, capital position and financial condition of the Group. An exit by a country from the Euro may also adversely affect the economic performance of that country, impacting areas such as interest and unemployment rates, which in turn may adversely affect our retail and wholesale counterparties (including a country's government or its agencies) solvency and their ability to service their debts. This may lead to additional impairment or a reduction in value of Barclays credit assets in that country, which would adversely impact the Group's profitability.

The current absence of a predetermined mechanism for a member state to exit the Euro means that it is not possible to predict the outcome of such an event and to accurately quantify the impact of such an event on the Group's profitability, liquidity and capital.

However, the Group has performed, and continues to perform, stress tests to model the event of a break-up of the Eurozone area. Contingency planning has also been undertaken based on a series of potential scenarios that might arise from an escalation in the crisis. Multiple tests have been run to establish the impact on customers, systems, processes and staff in the event of the most plausible scenarios. Where issues have been identified, appropriate remedial actions have either been completed or are underway.

For further information see Eurozone Exposure disclosures on pages 143-154.

Specific sectors/geographies

The Group is subject to risks arising from changes in credit quality and recovery of loans and advances due from borrowers and counterparties from a specific portfolio, geography or large individual names remain. Any deterioration in credit quality would lead to lower recoverability and higher impairment in a specific sector, geography or specific large counterparties.

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(i) Possible deterioration in Credit Market Exposures

The Investment Bank holds certain exposures to credit markets that became illiquid during 2007. These exposures primarily relate to commercial real estate and leveraged finance loans. The Group continues to actively manage down these exposures, but remains at risk from further deterioration to the remaining exposures, resulting in further impairment. During 2012, credit market exposures decreased by £5.9bn to £9.3bn, mainly reflecting net sales and paydowns and other movements.

For further information see Barclays Credit Market Exposure Section (page 142).

(ii) Potential liquidity shortages increasing counterparty risks

The Group's ability to enter into its normal funding arrangements could be materially affected by the actions and commercial soundness of other financial institutions. The Group has exposure to many different industries and counterparties and should funding capacity in either the wholesale markets or central bank operations change significantly, liquidity shortages could result, which may lead to increased counterparty risk with other financial institutions. This could also have an impact on refinancing risks in the corporate and retail sectors. While the Group continues to actively manage this risk, including through its extensive system of Mandate and Scale limits, the performance of the Group remains at risk from a material liquidity shortage.

(iii) Large single name losses

In the ordinary course of our loan business, we have large individual exposures to individual single name counterparties. We are accordingly exposed to the credit risk of such counterparties in the event of their default of their obligations to us. If such defaults occur, they may have a significant impact on the impairment charge particularly in Investment Bank and the larger business book in Corporate Banking. In addition, where such counterparty risk has been mitigated by taking collateral, our credit risk may remain high if the collateral we hold cannot be realised or has to be liquidated at prices which are insufficient to recover the full amount of our loan or derivative exposure.

For further information see Wholesale Credit Risk disclosures on pages 136-141.

Table of Contents

Market risk

Barclays is at risk from its earnings or capital being reduced due to:

- **Traded market risk**, where Barclays supports customer activity primarily via the Investment Bank and is the risk of the Group being impacted by changes in the level or volatility of positions in its trading books. This includes changes in interest rates, inflation rates, credit spreads, property prices, commodity prices, equity and bond prices and foreign exchange levels;

- **Non-traded market risk**, to support customer products primarily in the retail bank and is the risk of the Group being unable to hedge its banking book balance sheet at prevailing market levels; and

- **Pension risk**, where the investment profile is reviewed versus the defined benefit scheme and is the risk of the Group's defined benefit obligations increasing or the value of the assets backing these defined benefit obligations decreasing due to changes in both the level and volatility of prices.

Risks

Specific areas and scenarios where market risk could lead to significantly lower revenues and adversely affect our results of operations in future years include:

(i) Reduced client activity and decreased market liquidity

The Investment Bank business model is focused on client intermediation. A significant reduction in client volumes or market liquidity could result in lower fees and commission income and a longer time period between executing a client trade, closing out a hedge, or exiting a position arising from that trade. Longer holding periods in times of higher volatility could lead to revenue volatility caused by price changes. Such conditions could adversely impact the Group's financial results in future periods.

For further information see market risk management (pages 155-161).

(ii) Uncertain interest rate environment

Funding risk

Funding risk is the risk that the Group is unable to achieve its business plans due to:

- **Capital risk**: the risk that the Group is unable to maintain appropriate capital ratios which could lead to: an inability to support business activity; a failure to meet regulatory requirements; and/or changes to credit ratings, which could also result in increased costs or reduced capacity to raise funding;

- **Liquidity risk**: the risk that the Group is unable to meet its obligations as they fall due resulting in: an inability to support normal business activity, a failure to meet liquidity regulatory requirements; and/or changes to credit ratings; and

- **Structural risk**: this risk predominantly arises from the impact on the Group's balance sheet of changes in primarily interest rates on income or foreign exchange rates on capital ratios and is, therefore, difficult to predict with any accuracy and may have a material adverse effect on the Group's results of operations, financial condition and prospects.

For further information see pages 162-186.

Risks

(i) Increasing capital requirements

There are a number of regulatory developments that impact capital requirements. Most significantly Basel 3 which is planned to be adopted into EU law through the fourth Capital Requirements Directive (CRD IV) and Capital Requirements Regulation which are on-going through the EU legislative process. Additional capital requirements may arise from other proposals including the recommendations of the UK Independent Commission on Banking, including with respect to ring-fencing separately the trading and non-trading businesses of banks: The Financial Services (Banking Reform) Bill; EU Review; and, section 165 of the Dodd-Frank Act. For more information see Operational Risk-Legal and Regulatory Related Risks below.

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Interest rate volatility can impact Barclays net interest margin, which is the interest rate spread realised between lending and borrowing costs. The potential for future volatility and margin changes remains, and it is difficult to predict with any accuracy changes in absolute interest rate levels, yield curves and spreads. Most developed economies are currently operating under historically low rates. Consequently the net interest margin earned by Barclays is reduced. This margin would likely compress further were central bank rates to be cut. Rate changes, to the extent they are not neutralised by hedging programmes, may have a material adverse effect on the Group's results of operations, financial condition and prospects.

For further information see market risk management (pages 155-161).

(iii) Pension fund risk

Adverse movements between pension assets and liabilities for defined benefit pension schemes could contribute to a pension deficit. The key sensitivities are the discount rate and long term inflation assumptions made in determining the defined benefit obligation. The discount rate is derived from yields of corporate bonds with AA-ratings and consequently includes exposure both to risk-free yields and credit spreads. Barclays defined benefit pension net position has been adversely affected, and could be adversely affected again, by decreases in discount rate or an increase in long term inflation assumptions.

For further information see market risk management (pages 155-161).

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Increased capital requirements and changes to what is defined to constitute capital may constrain the Group's planned activities and could increase costs and contribute to adverse impacts on the Group's earnings. During periods of market dislocation, increasing the Group's capital resources in order to meet targets may prove more difficult or costly.

Barclays continues to prepare for the implementation of CRD IV and includes the estimated impact of future regulatory changes in its capital planning framework. Current forecasts already include the impact of Basel 3 as currently understood, and forecasts will be continually updated as CRD IV and other proposals for regulatory developments are finalised. Further detail on the regulatory developments impacting capital is included on pages 190-195.

(ii) Maintaining capital strength

A material adverse deterioration in the Group's financial performance can affect the Group's capacity to support further capital deployment. The Capital Plan is continually monitored against the internal target capital ratios to ensure the Plan remains appropriate. The capital management process also includes an internal and regulatory stress testing process which informs the Group Capital Plan. Further detail on the Group's regulatory capital resources is included on page 163.

Barclays PLC Annual Report 2012 I 111

Table of Contents

Risk review

Risk factors continued

(iii) Changes in funding availability and costs

Market liquidity and the availability and cost of customer deposits and wholesale funding impacts the Group's ability to meet its obligations as they fall due, support normal business activity and meet liquidity regulatory requirements. Large unexpected outflows, for example from customer withdrawals, ratings downgrades or loan drawdowns, could also result in forced reduction in the balance sheet, inability to fulfil lending obligations and a failure to meet liquidity regulatory requirements. During periods of market dislocation, the Group's ability to manage liquidity requirements may be impacted by a reduction in the availability of wholesale term funding as well as an increase in the cost of raising wholesale funds. Asset sales, balance sheet reductions and the increasing costs of raising funding will affect the earnings of the Group.

The liquidity profile of the Group is monitored constantly and is supported by a range of early warning indicators to ensure the profile remains appropriate and sufficient liquid resources are held to protect against unexpected outflows. Further details are provided in the Funding Risk – Liquidity section on pages 172-186.

(iv) Downgrade in credit ratings

Credit ratings affect the cost and other terms upon which the Group is able to obtain funding. Rating agencies regularly evaluate the Group and certain of its subsidiaries, as well as their respective debt securities. Their ratings are based on a number of factors, including their assessment of the relative financial strength of the Group or of the relevant entity, as well as conditions affecting the financial services industry generally and there can be no assurance that the rating agencies will maintain the Group's or the relevant entity's current ratings or outlook, especially in light of the difficulties in the financial services industry and the financial markets.

During 2012, Barclays Bank PLC rating was downgraded by Moody's, from Aa3/P-1/C to A2/P-1/C-, as a result of the agency's rating repositioning of banks and securities firms with global capital market operations, and by DBRS, from AA High/R-1 High to AA/R-1 High, as the result of the resignation of senior management during the summer.

Credit rating downgrades could result in contractual outflows to meet collateral requirements on existing contracts and potential loss of unsecured funding. The aggregate contractual outflows to meet our collateral requirements on existing contracts following a one and two notch long term and associated short term simultaneous downgrades across all credit rating agencies, would be £13bn and £17bn respectively. See page 182 in the Funding risk – Liquidity section for further information on Barclays credit rating and potential outflows relating to credit downgrades.

(v) Local balance sheet management and redenomination risk

The introduction of capital controls or new currencies by countries (for example in the Eurozone) to mitigate current stresses could have an adverse impact on the performance of local balance sheets of certain Group companies depending on the asset quality, types of collateral and mix of liabilities. Local assets and liability positions are carefully monitored by local asset and liability committees with oversight by Group Treasury. Further detail on the Group's exposures to Eurozone countries is included on pages 143-154.

Operational risk

Operational risk is the risk of direct or indirect impacts resulting from human factors, inadequate or failed internal processes and systems or external events. Operational risks are inherent in the Group's business activities and include those relating to the conduct of employees and the Bank as a whole and consider the reputational impact of risks should they occur.

For further information see Operational risk management (page 187).

Risks

Legal and regulatory related risks

(i) Legal risk

The Group is subject to a comprehensive range of legal obligations in all countries in which it operates and so is exposed to many forms of legal risk, including that: (i) business may not be conducted in accordance with applicable laws in the relevant jurisdictions around the world and financial and other penalties may result; (ii) contractual obligations may either not be enforceable as intended or may be enforced in a way adverse to the Group; (iii) intellectual property may not be adequately protected; and (iv) liability for damages may be incurred to third parties harmed by the conduct of the Group's business. The Group also faces regulatory and other investigations in various jurisdictions, including in the US.

Furthermore, the Group, like many other financial institutions, has come under greater regulatory scrutiny in recent years and expects that environment to continue see Regulatory Risk for further details.

Key legal proceedings to which the Group was exposed during 2012 and continues to be exposed include those relating to:

- Lehman Brothers;

- Certain series of preference shares issued in the form of American Depositary Shares;

- Residential mortgage backed securities;

- Devonshire Trust; and

- LIBOR Civil Actions (see also competition and regulatory matters discussed below).

For more detailed information on each of these proceedings, see Note 29 to the financial statements. The outcome of each of these legal proceedings is difficult to predict. However, it is likely that the Group will incur significant expense in connection with these matters and one or more of them could expose the Group to any of the following: substantial monetary damages; other penalties and injunctive relief; potential regulatory restrictions on the Group's business; and/or negative effect on the Group's reputation.

Table of Contents

Key competition and regulatory matters affecting Barclays during 2012 and which are ongoing are described in Competition and Regulatory Matters Note 30. A description of the associated risks for each is set out below:

j Interchange investigations: The key risks arising from the investigations into Visa and MasterCard credit and debit interchange rates comprise the potential for fines imposed by competition authorities, follow on litigation and proposals for new legislation. It is not currently possible to predict the likelihood or impact of these risks;

j London Interbank Offered Rates (LIBOR) investigations: The risks associated with investigations by various authorities into submissions made by Barclays and other panel members to the bodies that set various interbank offered rates include: the potential for further financial penalties imposed by governmental authorities in addition to those assessed in 2012; the pending and potential additional civil litigation; damage to Barclays reputation; the potential for criminal prosecution should Barclays violate the terms of its non-prosecution agreement with the Department of Justice, Criminal Division Fraud Section; and potential further regulatory enforcement action should Barclays fail to comply with the Cease and Desist Order entered against it by the Commodity Futures Trading Commission(CFTC);

j Interest Rate Hedging Products: The provision of £850m that Barclays has made in 2012 for future redress to customers categorised as non-sophisticated has been based on the best currently available information (see Note 27 to the financial statements for further details), however there is a risk that the provision may need to be increased to the extent that experience is not in line with management estimates. Barclays is managing this risk by keeping the provision level under ongoing review. In addition, customers could initiate civil litigation against Barclays in connection with the sale of interest rate hedging products;

j Federal Energy Regulatory Commission (FERC) investigation: Barclays may be required to pay a civil penalty and profit disgorgement plus interest, and could incur damage to its reputation, if it is found to have violated the FERC's Anti-Manipulation Rule in connection with Barclays power trading in the western US with respect to the period from late 2006 to 2008, although Barclays intends to defend this matter vigorously; and

j Other Regulatory investigations: These relate to investigations by the FSA and Serious Fraud Office in connection with certain commercial agreements between Barclays and Qatari interests and whether these may have related to Barclays capital raisings in June and November 2008 and an investigation by the US Department of Justice and US Securities and Exchange Commission into whether the Group's relationships with third parties who assist Barclays to win or retain business are compliant with the US Foreign Corrupt Practices Act. The risk of these investigations is that one or more of the relevant authorities will conclude that Barclays and/or one or more of its current or former senior employees has

(ii) Regulatory risk

Regulatory risk arises from a failure or inability to comply fully with the laws, regulations or codes applicable specifically to the financial services industry which are currently subject to significant changes. Non-compliance could lead to fines, public reprimands, damage to reputation, increased prudential requirements, enforced suspension of operations or, in extreme cases, withdrawal of authorisations to operate. Non-compliance may also lead to costs relating to investigations and remediation of affected customers. The latter may exceed the direct costs of regulatory enforcement actions. In addition, reputational damage may lead to a reduction in franchise value.

Regulatory change

The banking industry continues to be subject to unprecedented levels of regulatory change and scrutiny in many of the countries in which the Group operates. This has led to a more intensive approach to supervision and oversight, increased expectations and enhanced requirements, including capital and liquidity requirements (for example relating to Basel 3 and CRD IV), resolvability and the clearing of over-the-counter (OTC) derivatives. As a result, regulatory risk will continue to focus senior management attention and consume significant levels of business resource. Furthermore, uncertainty and the extent of international regulatory coordination as enhanced supervisory standards are developed and implemented may adversely affect our ability to engage in effective business, capital and risk management planning.

Structural reform

A number of regulators are currently proposing or considering legislation that could have a significant impact on the structure of the financial services industry. Key developments or potential developments of particular relevance to Barclays are:

- j The UK Financial Services (Banking Reform) Bill;
- j The EU High Level Expert Group Review (the Liikanen Review); and
- j Federal Reserve proposals to implement section 165 of the Dodd-Frank Act for foreign banks.

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been involved in some form of wrongdoing. It is not possible to foresee the outcome or impact of such findings other than that a fine or a number of fines would be possible. Barclays is cooperating fully with the investigations.

See Regulatory Developments in the section on Supervision and Regulation (page 192) for further information on these proposed reforms.

These regulations could result in changes to the structure of Barclays, and an increase in the amount of loss-absorbing capital issued by Barclays, which may have an adverse impact on profitability, return on equity and/or financial condition. It is not yet possible to predict the detail of secondary legislation or regulatory rulemaking or the ultimate consequences to the Group.

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Barclays PLC Annual Report 2012 I 113

Table of Contents**Risk review****Risk factors continued***Conduct related issues*

There are also a number of areas where Barclays conduct has not met the expectations of regulators and other stakeholders and where the Group has sustained financial and reputational damage in 2012, and where the consequences are likely to endure into 2013 and beyond.

These include participation in benchmark rates and LIBOR and interest rate hedging products, which are discussed in the Legal Risk section above and PPI. Provisions totalling £850m have been raised in respect of interest rate hedging products in 2012, and provisions of £2.6bn have been raised against PPI in 2011-2012. To the extent that experience is not in line with management estimates, additional provisions may be required and further reputational damage may be incurred. Note 27 details key provision assumptions and sensitivities for these provisions.

Furthermore, the Group is from time to time subject to regulatory investigations. The risk of these investigations to Barclays is that, a number of or all of the authorities will conclude that Barclays has been involved in some form of wrongdoing. It is not possible to foresee the outcome or impact of such findings other than that fines or other forms of regulatory censure would be possible. This includes the investigation by the United States FERC into the Group's conduct (see Legal Risk above).

There is a risk that there may be other conduct issues, including in business already written, that Barclays is not presently aware of.

Further details on PPI and interest rate hedging products, including a description of management judgements and estimates and sensitivity analysis on those estimates where available are provided in Note 27 to the financial statements. Further details on the FERC investigations are provided in Note 30 to the financial statements.

In addition to the risks highlighted under Legal Risk, Barclays participates in the setting of number of interest rate benchmarks. The setting of benchmarks is subject to increased scrutiny and additional regulation in a number of jurisdictions, with enhanced sanctions including potential criminal sanctions and attendant damage to Barclays reputation for violations. Barclays may also be required to contribute

The impact of the CRD IV rules, including with respect to the calculation of capital and risk weighted assets, and the timing of implementation including the application of transitional relief, have not been finalised and remain subject to change by European legislators. The FSA may also alter its stated approach to the adoption of CRD IV in the United Kingdom. For example, the scope of application of the volatility charge for credit value adjustments (CVA) may be different from that expected and restrictions may be applied on the maturity of hedges over to insignificant financial holdings, with the result that individually and/or in aggregate such changes may materially negatively affect Barclays CRD IV capital, leverage, liquidity and funding ratios.

(iv) Recovery and resolution plans (RRP)

The strong regulatory focus on resolvability has continued in 2012, from both UK and international regulators. The Group continues to work with the authorities on RRP and the detailed practicalities of the resolution process. This includes the provision of information that would be required in the event of a resolution, in order to enhance Barclays resolvability. The Group made its first formal RRP submissions to the UK and US regulators in mid-2012 and has continued to work with the authorities to identify and address any impediments to resolvability.

Should the authorities decide that Barclays is not resolvable they have the ability to demand that the Group is broken into sections that are deemed resolvable. The impact of such structural changes could impact capital, liquidity and leverage ratios, due to reduced benefits of diversification, as well as the overall profitability, via duplicated infrastructure costs, lost cross-rate revenues and additional funding costs.

Other operational risks*(v) Reputation risk*

Reputation risk, meaning the risk of damage to the Barclays brand arising from any association, action or inaction which is perceived by stakeholders to be inappropriate or unethical, is inherent in our business. Reputational damage can result from the actual or perceived manner in which we conduct our business activities, from our financial performance, or from actual or perceived practices in the banking and financial industry. Such reputational damage reduces directly or indirectly the attractiveness of Barclays to stakeholders and may lead to negative publicity, loss of revenue, litigation, regulatory or legislative action, loss of existing or potential client business,

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to benchmarks due to its presence in certain markets. The UK FSA is considering the use of such powers.

Further details on the LIBOR investigations are provided in Note 29 and Note 30 to the financial statements. For further information on developments further to the Wheatley Review recommendations related to the setting of LIBOR, see Supervision and Regulation (page 194).

(iii) Implementation of Basel 3

The new capital requirements regulation and capital requirements directive that implement Basel 3 within the EU (collectively known as CRD IV) include significant developments in the regulatory capital regime including: increased minimum capital ratios; changes to the definition of capital and the calculation of risk weighted assets; and the introduction of new measures relating to leverage, liquidity and funding. The requirements are under consideration and are expected to be finalised during 2013; however the implementation date is uncertain.

reduced workforce morale, and difficulties in recruiting talent. Sustained reputational damage could have a materially negative impact on our licence to operate and destroy shareholder value.

(vi) Infrastructure resilience, Technology and CyberSecurity

Events across the industry during 2012 have reinforced the importance of infrastructure resilience to the banking infrastructure to allow customers to access their accounts and make payments in a timely fashion. The Group recognises that this is an area of risk that continues to change rapidly and so requires continued focus. It has invested significant resources in building defences to counter these threats for many years and will continue to do so in the future.

Any disruption in a customer's access to their account information or delays in making payments will have a significant impact on the Group's reputation and may also lead to potentially large costs to both rectify the issue and reimburse losses incurred by customers. However, given that it is not possible to predict the level or impact of such an event, should it occur, it is not possible to accurately quantify either the reputational damage or associated costs to the Group.

Table of Contents

Furthermore, Barclays recognises the growing threat of attacks to its systems, customers and Group's information held on customers and transactions processed through these systems from individuals or groups via cyberspace (the interdependent network of information technology infrastructures, and includes technology tools such as the internet, telecommunications networks, computer systems, and embedded processors and controllers in critical industries). The implementation of measures to manage the risk involves continued investment and use of internal resources.

However, given the increasing sophistication and scope of potential attacks via cyberspace, it is possible that in the future such attacks may lead to significant breaches leading to associated costs and reputational damage although these cannot be quantified to any degree of accuracy at this time due to the uncertain nature and impact of any such attack.

(vii) Transform Programme

In February 2013, we presented the results of our Strategic Review and the elements of our Transform Programme which is the plan by which Barclays will become the 'Go-To' bank for our stakeholders. See further discussion in the Group Chief Executive's review on pages 8-9 for more information. As part of the Transform Programme, we will seek to, among other initiatives, restructure Barclays European retail operations to focus on the mass affluent customer segment, manage risk weighted assets more efficiently through run-off of legacy assets in Europe and the Investment Bank, and reduce total costs significantly across the Group.

As a result of certain commitments made in the Review, Barclays expects to incur a restructuring charge of approximately £500m in the first quarter of 2013 and costs associated with implementing the strategic plan of approximately £1bn in 2013, £1bn in 2014 and £0.7bn in 2015.

The development and implementation of our Strategy Review requires difficult, subjective and complex judgements, including forecasts of economic conditions in various parts of the world. We may fail to correctly identify the trends we seek to exploit and the relevant factors in making decisions as to capital deployment and cost reduction. Our ability to execute our strategy may also be limited by our operational capacity and the increasing complexity of the regulatory environment in which we operate. Moreover, there is a risk that the restructuring costs associated with implementing the Transform Programme may be higher than our current expectations. Failure to successfully implement the Transform Programme could have a material adverse effect on the expected benefits of the Transform Programme. In addition, factors beyond our control, including but not limited to the market and economic conditions such as the risk of an economic downturn and other challenges discussed in detail above, could limit or delay our ability to achieve all of the expected benefits of the Transform Programme.

(viii) Taxation risk

The Group is subject to the tax laws in all countries in which it operates, including tax laws adopted at an EU level, and is impacted by a number of double taxation agreements between countries.

There is potential risk that the Group could suffer losses due to additional tax charges, other financial costs or reputational damage due to: failure to comply with or correctly assess the application of, relevant tax law; failure to deal with tax authorities in a timely, transparent and effective manner; incorrect calculation of tax estimates for reported and forecast tax numbers; or provision of incorrect tax advice.

For further information see the Financial Review (pages 197-224) and the Tax note (pages 247-250).

Note

a As defined by the World Economic Forum's Partnership for Cyber Resilience, of which Barclays is a member.

Table of Contents**Risk review****Credit risk**

All disclosures in this section (pages 116-154) are unaudited unless otherwise stated

Credit risk

Credit risk is the risk of the Group suffering financial loss if any of its customers, clients or market counterparties fails to fulfil their contractual obligations to the Group.

Analysis of the Group's maximum exposure and collateral and other credit enhancements held**Basis of preparation**

The following tables present a reconciliation between the Group's maximum exposure and its net exposure to credit risk; reflecting the financial effects of collateral, credit enhancements and other actions taken to mitigate the Group's exposure.

For financial assets recognised on the balance sheet, maximum exposure to credit risk represents the balance sheet carrying value after allowance for impairment. For off-balance sheet guarantees, the maximum exposure is the maximum amount that Barclays would have to pay if the guarantees were to be called upon. For loan commitments and other credit related commitments that are irrevocable over the life of the respective facilities, the maximum exposure is the full amount of the committed facilities.

This and subsequent analyses of credit risk include only financial assets subject to credit risk. They exclude other financial assets not subject to credit risk, mainly equity securities held for trading, as available for sale or designated at fair value, and traded commodities. Assets designated at fair value in respect of linked liabilities to customers under investment contracts have also not been included as the Group is not exposed to credit risk on these assets. Credit losses in these portfolios, if any, would lead to a reduction in the linked liabilities and not result in a loss to the Group.

The Group mitigates the credit risk to which it is exposed through netting and set-off, collateral and risk transfer. Further detail on the Group's policies to each of these forms of credit enhancement are presented on pages 329-330.

Maximum exposure and effects of collateral and other credit enhancements (audited)

	Maximum exposure £m	Netting and set-off £m	Collateral £m	Risk transfer £m	Net exposure £m
As at 31 December 2012					
On-balance sheet:					
Cash and balances at central banks	86,175				86,175
Items in the course of collection from other banks	1,456				1,456
Trading portfolio assets:					
Debt securities	114,759				114,759
Traded loans	2,404				2,404
Total trading portfolio assets	117,163				117,163

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Financial assets designated at fair value:					
Loans and advances	21,996		(7,500)	(111)	14,385
Debt securities	6,118		(23)		6,095
Other financial assets	7,727		(5,629)		2,098
Total financial assets designated at fair value	35,841		(13,152)	(111)	22,578
Derivative financial instruments	469,146	(387,672)	(53,183)	(8,132)	20,159
Loans and advances to banks	40,489	(1,012)	(5,071)	(136)	34,270
Loans and advances to customers:					
Home loans	174,988		(172,722)	(53)	2,213
Credit cards, unsecured and other retail lending	66,414	(10)	(18,612)	(2,321)	45,471
Corporate loans	184,327	(10,243)	(50,404)	(8,489)	115,191
Total loans and advances to customers	425,729	(10,253)	(241,738)	(10,863)	162,875
Reverse repurchase agreements and other similar secured lending	176,956		(175,348)		1,608
Available for sale debt securities	74,677		(234)	(32)	74,411
Other assets	2,001				2,001
Total on-balance sheet	1,429,633	(398,937)	(488,726)	(19,274)	522,696
Off-balance sheet:					
Securities lending arrangements					
Guarantees and letters of credit pledged as collateral security	15,855		(2,278)	(379)	13,198
Acceptances, endorsements and other contingent liabilities	6,002		(61)	(176)	5,765
Documentary credits and other short term trade related transactions	1,027		(48)	(11)	968
Standby facilities, credit lines and other commitments	247,816		(17,973)	(3,396)	226,447
Total off-balance sheet	270,700		(20,360)	(3,962)	246,378
Total	1,700,333	(398,937)	(509,086)	(23,236)	769,074

Table of Contents**Overview**

As at 31 December 2012, the Group's net exposure to credit risk after taking into account netting and set-off, collateral and risk transfer reduced 4% to £769.1bn, reflecting a reduction in maximum exposure of 6% and a reduction in the level of mitigation held by 7%. Overall, the extent to which the Group holds mitigation on its assets decreased marginally to 55% (2011: 56%).

Of the remaining exposure left unmitigated, a significant portion relates to cash held at central banks, available for sale debt securities issued by governments, cash collateral and settlement balances, all of which are considered lower risk. Trading portfolio liability positions, which to

a significant extent economically hedge trading portfolio assets but which are not held specifically for risk management purposes, are excluded from the analysis above. The credit quality of counterparties to derivative, available for sale and wholesale loan assets are predominantly investment grade. Further analysis on the credit quality of assets is presented on pages 122-123.

Where collateral has been obtained in the event of default, Barclays does not, as a rule, use such assets for its own operations and they are usually sold on a timely basis. The carrying value of assets held by the Group as at 31 December 2012 as a result of the enforcement of collateral was £868m (2011: £470m).

Maximum exposure and effects of collateral and other credit enhancements (audited)

	Maximum exposure £m	Netting and set-off £m	Collateral £m	Risk transfer £m	Net exposure £m
As at 31 December 2011					
On-balance sheet:					
Cash and balances at central banks	106,894				106,894
Items in the course of collection from other banks	1,812				1,812
Trading portfolio assets:					
Debt securities	123,364				123,364
Traded loans	1,374				1,374
Total trading portfolio assets	124,738				124,738
Financial assets designated at fair value:					
Loans and advances	21,960		(7,887)	(76)	13,997
Debt securities	2,095		(22)		2,073
Other financial assets	7,574		(5,541)		2,033
Total financial assets designated at fair value	31,629		(13,450)	(76)	18,103
Derivative financial instruments	538,964	(440,592)	(57,294)	(7,544)	33,534
Loans and advances to banks	47,446	(1,886)	(8,653)	(171)	36,736
Loans and advances to customers:					
Home loans	171,272		(167,581)	(1,130)	2,561
Credit cards, unsecured and other retail lending	64,492	(11)	(16,159)	(2,564)	45,758
Corporate loans	196,170	(8,873)	(53,616)	(9,550)	124,131
Total loans and advances to customers	431,934	(8,884)	(237,356)	(13,244)	172,450
Reverse repurchase agreements and other similar secured lending	153,665		(150,337)		3,328
Available for sale debt securities	63,610		(219)	(3,532)	59,859
Other assets	2,620				2,620
Total on-balance sheet	1,503,312	(451,362)	(467,309)	(24,567)	560,074
Off-balance sheet:					
Securities lending arrangements	35,996		(35,996)		
Guarantees and letters of credit pledged as collateral security ^a	14,181		(2,714)	(608)	10,859
Acceptances, endorsements and other contingent liabilities ^a	8,266		(23)	(156)	8,087
Documentary credits and other short term trade related transactions	1,358		(39)	(49)	1,270
Standby facilities, credit lines and other commitments	240,282		(15,522)	(3,829)	220,931
Total off-balance sheet	300,083		(54,294)	(4,642)	241,147
Total	1,803,395	(451,362)	(521,603)	(29,209)	801,221

Note

a

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2011 amounts have been restated to include £1.1bn additional collateral and risk transfers that mitigate guarantees and letters of credit pledged as collateral security, and to include other contingent liabilities of £7.8bn, identified as being exposed to credit risk.

Table of Contents**Risk review****Credit risk continued****Balance sheet concentrations of credit risk**

A concentration of credit risk exists when a number of counterparties are located in a geographical region or are engaged in similar activities and have similar economic characteristics that would cause their ability to meet contractual obligations to be similarly affected by changes in economic or other conditions. The Group implements limits on concentrations in order to mitigate the risk. The analyses of credit risk concentrations presented below are based on the location of the counterparty or customer or the industry in which they are engaged. Further detail on the Group's policies with regard to managing concentration risk is presented on page 322.

Geographic concentrations

As at 31 December 2012, the geographic concentration of the Group's assets remained broadly consistent with 31 December 2011.

For balance sheet assets, the most significant change in concentrations was for cash held at central banks, with cash held as part of the liquidity pool moving from lower yielding Sterling and US Dollar accounts to higher yielding Euro and Swiss Franc accounts. There was also a notable increase in the proportion of available for sale debt securities issued by counterparties in Europe, primarily high quality bonds forming part of the Group liquidity pool. This increase was accompanied by a reduction in the proportion of debt securities issued by Asian (predominantly Japanese) and UK counterparties.

Within off-balance sheet, there was a significant reduction in the concentration of exposures in the Americas due to the cessation of the securities lending arrangements contracted with BlackRock, Inc. upon the disposal of Barclays Global Investors in 2009. Further detail on this transaction is included in Note 28.

An analysis of geographical and industry concentration of Group loans and advances held at amortised cost and at fair value is presented on pages 125-126. Information on exposures to Eurozone countries is presented on pages 143-154.

Credit risk concentrations by geography (audited)

	United Kingdom £m	Europe £m	Americas £m	Africa and Middle East £m	Asia £m	Total £m
As at 31 December 2012						
On-balance sheet:						
Cash and balances at central banks	3,547	70,159	6,566	2,354	3,549	86,175
Items in the course of collection from other banks	788	296		371	1	1,456
Trading portfolio assets	16,408	21,386	62,875	2,985	13,509	117,163
Financial assets designated at fair value	24,100	3,546	5,644	1,947	604	35,841
Derivative financial instruments	147,651	157,609	127,367	4,264	32,255	469,146
Loans and advances to banks	7,506	14,942	12,278	2,110	3,653	40,489
Loans and advances to customers	228,007	81,442	63,252	46,093	6,935	425,729
Reverse repurchase agreements and other similar secured lending	29,565	25,743	98,313	4,133	19,202	176,956
Available for sale debt securities	24,024	29,803	11,128	7,103	2,619	74,677
Other assets	987	332	328	290	64	2,001
Total on-balance sheet	482,583	405,258	387,751	71,650	82,391	1,429,633
Off-balance sheet:						
Securities lending arrangements						
Guarantees and letters of credit pledged as collateral security	6,135	2,560	4,772	2,131	257	15,855
Acceptances, endorsements and other contingent liabilities	4,208	812	273	211	498	6,002

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Documentary credits and other short term trade related transactions	629	103		295		1,027
Standby facilities, credit lines and other commitments	94,070	38,926	91,574	21,637	1,609	247,816
Total off-balance sheet	105,042	42,401	96,619	24,274	2,364	270,700
Total	587,625	447,659	484,370	95,924	84,755	1,700,333

Table of Contents**Credit risk concentrations by geography (audited)**

	United Kingdom £m	Europe £m	Americas £m	Africa and Middle East £m	Asia £m	Total £m
As at 31 December 2011						
On-balance sheet:						
Cash and balances at central banks	14,631	53,779	27,065	2,418	9,001	106,894
Items in the course of collection from other banks	1,557	88	1	166		1,812
Trading portfolio assets	15,162	23,381	68,835	3,498	13,862	124,738
Financial assets designated at fair value	19,405	3,287	6,724	1,958	255	31,629
Derivative financial instruments	173,792	173,863	153,629	4,857	32,823	538,964
Loans and advances to banks	9,621	14,704	13,637	3,234	6,250	47,446
Loans and advances to customers	220,815	90,444	63,457	49,309	7,909	431,934
Reverse repurchase agreements and other similar secured lending	22,701	32,926	80,124	1,795	16,119	153,665
Available for sale debt securities	23,055	17,371	9,891	6,922	6,371	63,610
Other assets	1,510	407	256	365	82	2,620
Total on-balance sheet	502,249	410,250	423,619	74,522	92,672	1,503,312
Off-balance sheet:						
Securities lending arrangements			35,996			35,996
Guarantees and letters of credit pledged as collateral security	3,885	2,416	5,457	2,100	323	14,181
Acceptances, endorsements and other contingent liabilities ^a	5,861	1,107	303	155	840	8,266
Documentary credits and other short term trade related transactions	655	235	143	201	124	1,358
Standby facilities, credit lines and other commitments	99,735	33,004	85,381	20,478	1,684	240,282
Total off-balance sheet	110,136	36,762	127,280	22,934	2,971	300,083
Total	612,385	447,012	550,899	97,456	95,643	1,803,395

Note

a 2011 amounts have been restated to include analysis of other contingent liabilities of £7.8bn, identified as being exposed to credit risk.

Table of Contents**Risk review****Credit risk continued****Industrial concentrations**

As at 31 December 2012, the industrial concentration of the Group's assets remained broadly consistent with 31 December 2011, with 50% of total assets being concentrated towards banks and other financial institutions (2011: 51%). For balance sheet assets, the most significant change in concentration was for financial assets designated at fair value, for which the proportion of the overall balance that was concentrated towards governments and central banks increased by 11% on account of the acquisition during the year of economically hedged government bonds.

Within off-balance sheet, there was a significant reduction in the concentration of exposures to other financial institutions due to the cessation of the securities lending arrangements contracted with BlackRock, Inc. upon the disposal of Barclays Global Investors in 2009. Further detail on this transaction is included in Note 28.

Credit risk concentrations by industry (audited)

As at 31 December 2012	Banks £m	Other financial institu- tions £m	Manu- facturing £m	Const- ruction and property £m	Government and central bank £m	Energy and water £m	Wholesale and retail distrib- ution and leisure £m	Business and other services £m	Home loans £m	Cards, unsecured loans and other personal lending £m	Other £m	Total £m
On-balance sheet:												
Cash and balances at central banks					86,175							86,175
Items in the course of collection from other banks	1,456											1,456
Trading portfolio assets	9,240	24,412	2,072	504	73,848	3,124	446	2,257			1,260	117,163
Financial assets designated at fair value	5,555	3,524	175	10,062	11,057	885	600	3,581			402	35,841
Derivative financial instruments	349,481	81,080	2,401	4,478	9,589	10,011	2,203	6,906			2,997	469,146
Loans and advances to banks	38,870				1,619							40,489
Loans and advances to customers		87,990	11,518	25,253	4,923	7,622	14,603	24,152	174,614	53,647	21,407	425,729
Reverse repurchase agreements and other similar secured lending	64,616	106,665	4	1,014	3,684	261	98	610			4	176,956
Available for sale debt securities	16,933	10,273	92	91	46,177	122	42	846			101	74,677
Other assets	249	632	2	34	165	6	8	192	13	694	6	2,001
Total on-balance sheet	486,400	314,576	16,264	41,436	237,237	22,031	18,000	38,544	174,627	54,341	26,177	1,429,633
Off-balance sheet:												
Securities lending arrangements	836	3,810	1,649	847	1,680	1,856	989	2,654	89	289	1,156	15,855

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Guarantees and letters of credit pledged as collateral security												
Acceptances, endorsements and other contingent liabilities	533	891	883	371	10	828	495	1,565		44	382	6,002
Documentary credits and other short term trade related transactions	559	51	55	3		1	77	275		4	2	1,027
Standby facilities, credit lines and other commitments		34,464	24,937	8,675	3,829	21,790	10,566	13,727	17,538	96,993	15,297	247,816
Total off-balance sheet	1,928	39,216	27,524	9,896	5,519	24,475	12,127	18,221	17,627	97,330	16,837	270,700
Total	488,328	353,792	43,788	51,332	242,756	46,506	30,127	56,765	192,254	151,671	43,014	1,700,333

Table of Contents**Credit risk concentrations by industry (audited)**

	Banks £m	Other financial institu- tions £m	Manu- facturing £m	Const- ruction and property £m	Government and central bank £m	Energy and water £m	Wholesale and retail distrib- ution and leisure £m	Business and other services £m	Home loans £m	Cards, unsecured loans and other personal lending £m	Other £m	Total £m
As at 31 December 2011												
On-balance sheet:												
Cash and balances at central banks					106,894							106,894
Items in the course of collection from other banks	1,810				2							1,812
Trading portfolio assets	4,857	27,992	1,585	480	83,631	3,191	448	1,773			781	124,738
Financial assets designated at fair value	6,050	3,320	75	10,447	6,354	1,053	332	3,547		1	450	31,629
Derivative financial instruments	401,465	96,781	4,044	4,853	8,321	12,960	3,309	3,928		19	3,284	538,964
Loans and advances to banks	44,707				2,739							47,446
Loans and advances to customers		89,650	12,904	28,711	6,129	7,414	16,206	26,300	171,272	50,062	23,286	431,934
Reverse repurchase agreements and other similar secured lending	61,544	86,930	195	201	3,842	127	63	235			528	153,665
Available for sale debt securities	15,961	7,142	213	137	38,511	126	90	820	370		240	63,610
Other assets	506	374		54	492		7	310	2	818	57	2,620
Total on-balance sheet	536,900	312,189	19,016	44,883	256,915	24,871	20,455	36,913	171,644	50,900	28,626	1,503,312
Off-balance sheet:												
Securities lending arrangements		35,996										35,996
Guarantees and letters of credit pledged as collateral security	990	3,947	1,534	757	630	1,615	913	2,213		310	1,272	14,181
Acceptances, endorsements and other contingent liabilities ^a	599	1,214	1,075	459	7	865	527	2,945		38	537	8,266
Documentary credits and other short term trade related transactions	428	128	40	1			215	480		65	1	1,358
Standby facilities, credit lines and other commitments	785	32,511	23,429	9,114	3,573	20,764	12,052	17,012	15,663	90,062	15,317	240,282
Total off-balance sheet	2,802	73,796	26,078	10,331	4,210	23,244	13,707	22,650	15,663	90,475	17,127	300,083
Total	539,702	385,985	45,094	55,214	261,125	48,115	34,162	59,563	187,307	141,375	45,753	1,803,395
Note												

a 2011 amounts have been restated to include analysis of other contingent liabilities of £7.8bn, identified as being exposed to credit risk.

Table of Contents**Risk review****Credit risk continued****Balance sheet credit quality**

The following tables present the credit quality of Group assets exposed to credit risk.

Basis of preparation

For performing loans that are neither past due nor impaired, which form the majority of loans in the portfolios, the following internal measures of credit quality have been used for the purposes of this analysis:

- Strong there is a very high likelihood of the asset being recovered in full;
- Satisfactory whilst there is a high likelihood that the asset will be recovered and therefore, of no cause for concern to the Group, the asset may not be collateralised, or may relate to retail facilities, such as credit card balances and unsecured loans, which have been classified as satisfactory, regardless of the fact that the output of internal grading models may have indicated a higher classification; and
- Higher risk there is concern over the obligor's ability to make payments when due. These have not yet converted to actual delinquency. Non-performing loans loans that are impaired or are past due but not impaired have been included in the Higher Risk category for this analysis with prior year comparatives restated to align presentation. An age analysis of both is presented on pages 127-128.

For assets held at fair value, the carrying value on the balance sheet will include, among other things, the credit risk of the issuer. Most listed and some unlisted securities are rated by external rating agencies. The Group mainly uses external credit ratings provided by Standard & Poor's or Moody's. Where such ratings are not available or are not current, the Group will use its own internal ratings for the securities.

For further information on the way in which Barclays measures the credit quality of its loan portfolios, refer to pages 330-331.

Balance sheet credit quality (audited)

	Strong (investment grade)	Satisfactory (BB+ to B)	Higher risk (B- and below)	Maximum exposure to credit risk	Strong (investment grade)	Satisfactory (BB+ to B)	Higher risk (B- and below)
	£m	£m	£m	£m	%	%	%
As at 31 December 2012							
Cash and balances at central banks	86,175			86,175	100		
Items in the course of collection from other banks	1,320	103	33	1,456	91	7	2

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Trading portfolio assets:							
Debt securities	107,784	5,604	1,371	114,759	94	5	1
Traded loans	454	1,617	333	2,404	19	67	14
Total trading portfolio assets	108,238	7,221	1,704	117,163	92	6	2
Financial assets designated at fair value:							
Loans and advances	19,609	1,684	703	21,996	89	8	3
Debt securities	5,485	164	469	6,118	90	3	7
Reverse repurchase agreements	5,010	963	61	6,034	83	16	1
Other financial assets	623	967	103	1,693	37	57	6
Total financial assets designated at fair value	30,727	3,778	1,336	35,841	86	10	4
Derivative financial instruments	443,102	23,498	2,546	469,146	94	5	1
Loans and advances to banks	36,695	2,868	926	40,489	91	7	2
Loans and advances to customers:							
Home loans	142,828	20,407	11,753	174,988	81	12	7
Credit cards, unsecured and other retail lending	15,169	45,852	5,393	66,414	23	69	8
Corporate loans	121,417	51,196	11,714	184,327	66	28	6
Total loans and advances to customers	279,414	117,455	28,860	425,729	66	27	7
Reverse repurchase agreements and other similar secured lending	129,687	47,078	191	176,956	73	27	
Available for sale debt securities	69,877	2,331	2,469	74,677	94	3	3
Other assets	1,623	322	56	2,001	81	16	3
Total assets	1,186,858	204,654	38,121	1,429,633	83	14	3

Table of Contents**Overview**

As at 31 December 2012, the proportion of the Group's assets classified as strong fell marginally to 83% (2011: 84%) of total assets exposed to credit risk.

Traded assets continued to remain almost entirely investment grade, with counterparties to 94% (2011: 95%) of total derivative financial instruments, and issuers of 94% (2011: 95%) of debt securities held for trading and 94% (2011: 91%) of debt securities held available for sale being investment grade. The credit quality of counterparties to reverse repurchase agreements held at amortised cost remained broadly stable at 73% (2011: 77%). The credit risk of these assets is much reduced with balances being fully collateralised.

In the loan portfolios, 81% of home loans (2011: 78%) to customers are measured as strong. This increase in the period reflects improvements in the UK portfolio. The majority of credit card, unsecured and other retail lending remained satisfactory, reflecting the unsecured nature of a significant proportion of the balance, comprising 69% of the total (2011: 70%). The credit quality profile of the Group's corporate lending improved with counterparties rated strong increasing to 66% (2011: 61%), primarily due to the continued active management of corporate books in the Investment Bank and Corporate Banking.

Further analysis of debt securities by issuer type is presented on page 140.

Further information on netting and collateral arrangements on derivatives financial instruments is presented on page 141.

Balance sheet credit quality (audited)

	Strong (investment grade)	Satisfactory (BB+ to B)	Higher risk (B- and below)	Maximum exposure to credit risk	Strong (investment grade)	Satisfactory (BB+ to B)	Higher risk (B- and below)
	£m	£m	£m	£m	%	%	%
As at 31 December 2011							
Cash and balances at central banks	106,894			106,894	100		
Items in the course of collection from other banks	1,615	99	98	1,812	89	6	5
Trading portfolio assets:							
Debt securities	116,743	4,922	1,699	123,364	95	4	1
Traded loans	74	821	479	1,374	5	60	35
Total trading portfolio assets	116,817	5,743	2,178	124,738	94	4	2
Financial assets designated at fair value:							
Loans and advances	19,484	1,487	989	21,960	89	7	4
Debt securities	1,163	184	748	2,095	55	9	36
Reverse repurchase agreements	4,018	1,554	207	5,779	69	27	4
Other financial assets	655	1,079	61	1,795	36	60	4
Total financial assets designated at fair value	25,320	4,304	2,005	31,629	80	14	6
Derivative financial instruments	515,109	19,875	3,980	538,964	95	4	1
Loans and advances to banks	42,278	2,594	2,574	47,446	89	6	5
Loans and advances to customers:							
Home loans	134,009	25,847	11,416	171,272	78	15	7
Credit cards, unsecured and other retail lending	14,226	45,388	4,878	64,492	22	70	8
Corporate loans	119,856	59,370	16,944	196,170	61	30	9
Total loans and advances to customers	268,091	130,605	33,238	431,934	62	30	8
Reverse repurchase agreements and other similar secured lending	117,719	34,653	1,293	153,665	77	22	1
Available for sale debt securities	57,793	3,253	2,564	63,610	91	5	4
Other assets	2,130	417	73	2,620	81	16	3
Total assets	1,253,766	201,543	48,003	1,503,313	84	13	3

Table of Contents**Risk review****Credit risk continued****Analysis of loans and advances and impairment**

Total gross loans and advances to customers and banks decreased 3% to £500.3bn. Gross loans and advances to customers and banks at amortised cost decreased 3% to £475.9bn with a 7% decrease in the wholesale portfolio offset by a 1% increase in the retail portfolio. The principal drivers for this decrease were:

- ┆ Investment Bank where loans and advances decreased 9% to £147.4bn driven by a reduction in corporate, interbank and other wholesale lending; and
- ┆ Corporate Banking where loans and advances decreased 6% to £65.8bn due to the disposal of the Iveco Finance business and a reduction in Spanish exposures. These decreases were offset by an increase in:
 - ┆ UKRBB, where a 5% increase to £129.7bn primarily reflected growth in home loans balances; and
 - ┆ Barclaycard, where an 8% increase to £34.7bn primarily reflected business growth in the UK and the US and acquisition of portfolios in the US and South Africa.

Retail and wholesale loans and advances to customers and banks^a

	Gross L&A	Impairment allowance	L&A net of impairment	Credit risk loans	CRLs % of gross L&A	Loan impairment charges	Loan loss rates
	£m	£m	£m	£m	%	£m	bps
As at 31 December 2012							
Total retail	232,672	4,635	228,037	8,821	3.8	2,075	89
Wholesale customers	203,123	5,000	198,123	9,693	4.8	1,507	74
Wholesale banks	40,099	41	40,058	51	0.1	(23)	(6)
Total wholesale	243,222	5,041	238,181	9,744	4.0	1,484	61
Loans and advances at amortised cost	475,894	9,676	466,218	18,565	3.9	3,559	75
Traded loans	2,404	n/a	2,404				
Loans and advances designated at fair value	21,996	n/a	21,996				
Loans and advances held at fair value	24,400	n/a	24,400				
Total loans and advances	500,294	9,676	490,618				

As at 31 December 2011

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Total retail	229,671	5,386	224,285	10,410	4.5	2,477	108
Wholesale customers	212,992	5,166	207,826	10,898	5.1	1,307	61
Wholesale banks	47,314	45	47,269	34	0.1	6	1
Total wholesale	260,306	5,211	255,095	10,932	4.2	1,313	50
Loans and advances at amortised cost	489,977	10,597	479,380	21,342	4.4	3,790	77
Traded loans	1,374	n/a	1,374				
Loans and advances designated at fair value	21,960	n/a	21,960				
Loans and advances held at fair value	23,334	n/a	23,334				
Total loans and advances	513,311	10,597	502,714				
Note							

a For December 2012 reporting UKRBB Medium Business lending (2011: £2,680m) and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios have been reclassified from wholesale to retail. Wealth and Investment Management's Private Bank portfolio (2011: £14,627m) has been reclassified from retail to wholesale. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.

Table of Contents**Group loans and advances held at amortised cost, by industry sector and geography**

Loans and advances, net of impairment allowances, held at amortised cost decreased by 3% to £466.2bn, reflecting a reduction in corporate, interbank and other wholesale lending. Home loans to customers in the UK and cards, unsecured and other personal lending to customers in the UK rose, in line with business growth.

Loans and advances at amortised cost net of impairment allowances by industry sector and geography

	United Kingdom £m	Europe £m	Americas £m	Africa and Middle East £m	Asia £m	Total £m
As at 31 December 2012						
Banks	7,134	14,475	12,050	1,806	3,405	38,870
Other financial institutions	17,113	20,986	42,277	4,490	3,124	87,990
Manufacturing	6,041	2,533	1,225	1,232	487	11,518
Construction	3,077	476	1	75	21	3,650
Property	15,167	2,411	677	3,101	247	21,603
Government and central bank	558	2,985	1,012	1,734	253	6,542
Energy and water	2,286	2,365	1,757	821	393	7,622
Wholesale and retail distribution and leisure	9,567	2,463	734	1,748	91	14,603
Business and other services	15,754	2,754	2,360	2,654	630	24,152
Home loans	119,652	36,659	480	17,553	270	174,614
Cards, unsecured loans and other personal lending	29,716	5,887	11,725	5,172	1,147	53,647
Other	9,448	2,390	1,232	7,817	520	21,407
Net loans and advances to customers and banks	235,513	96,384	75,530	48,203	10,588	466,218
Impairment allowance	3,270	2,775	2,180	1,381	70	9,676
As at 31 December 2011						
Banks	9,251	13,503	13,349	2,956	5,648	44,707
Other financial institutions	18,474	20,059	44,965	2,264	3,888	89,650
Manufacturing	6,185	3,341	1,396	1,439	543	12,904
Construction	3,391	771	32	348	65	4,607
Property	16,230	3,193	869	3,600	212	24,104
Government and central bank	493	3,365	907	3,072	1,031	8,868
Energy and water	1,599	2,448	2,165	818	384	7,414
Wholesale and retail distribution and leisure	10,308	3,008	656	2,073	161	16,206
Business and other services	16,473	4,981	1,584	2,907	355	26,300
Home loans	112,260	38,508	566	19,437	501	171,272
Cards, unsecured loans and other personal lending	27,409	6,417	9,293	6,158	785	50,062
Other	8,363	5,554	1,312	7,471	586	23,286
Net loans and advances to customers and banks	230,436	105,148	77,094	52,543	14,159	479,380
Impairment allowance	4,005	2,920	2,128	1,446	98	10,597

Table of Contents**Risk review****Credit risk continued****Loans and advances held at fair value by industry sector and geography**

Total loans and advances held at fair value principally reflecting balances held in the Corporate and Investment Bank increased 5% to £24.4bn (2011: £23.3bn). The movement is driven by government, and business and other services counterparties which increased by £0.9bn to £10.2bn, reflecting increased lending in the Americas. A large portion of the total comprises lending to property, government, and business and other services. Property includes lending within the legacy Corporate Real Estate business as well as to social housing associations and the fall of £0.4bn to £9.9bn (2011: £10.3bn) is primarily due to loan repayments.

Loans and advances held at fair value by industry sector and geography

	United Kingdom £m	Europe £m	Americas £m	Africa and Middle East £m	Asia £m	Total £m
As at 31 December 2012						
Banks		493	120	422		1,035
Other financial institutions ^a	13	611	622	8	39	1,293
Manufacturing	6	38	601	16	15	676
Construction	161	1		28	4	194
Property	8,668	830	295	121		9,914
Government and central bank	5,759	6	314	17	5	6,101
Energy and water	10	73	41	46	3	173
Wholesale and retail distribution and leisure	33	2	220	72	1	328
Business and other services	3,404	20	685	14		4,123
Other	105	132	46	224	56	563
Total	18,159	2,206	2,944	968	123	24,400
As at 31 December 2011						
Banks	11	364	10	126	1	512
Other financial institutions	142	76	892	134	21	1,265
Manufacturing	16	211	154	7	18	406
Construction	158			19	2	179
Property	8,443	1,147	575	133	3	10,301
Government and central bank	5,609			19	8	5,636
Energy and water	32	203	46	104		385
Wholesale and retail distribution and leisure	63	15	243	36	2	359
Business and other services	3,381	76	201	34		3,692
Other	90	66	55	317	71	599
Total	17,945	2,158	2,176	929	126	23,334

Impairment charges (audited)

Loan impairment charges reduced 6% to £3,559m, reflecting lower impairment in UKRBB, Barclaycard and Corporate Banking partially offset by higher charges in some international businesses, notably in Europe and South Africa, and a higher charge in the Investment Bank. The increase in the Investment Bank was related to ABS CDO Super Senior positions, losses on a small number of single name exposures; and a non-recurring release of £223m in 2011. Combined with a 3% decrease in loans and advances, this resulted in a lower overall Group loan loss rate of 75bps (2011: 77bps; 2010: 118bps). Further detail can be found in the Retail credit risk and Wholesale credit risk sections on pages 129 and 136.

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Credit impairment charges and other provisions by business (audited)

	2012 £m	2011 £m	2010 £m
Loan impairment			
UKRBB	269	536	819
Europe RBB	328	241	314
Africa RBB	646	466	562
Barclaycard	979	1,259	1,688
Investment Bank ^b	448	129	642
Corporate Banking	851	1,120	1,551
Wealth and Investment Management	38	41	48
Head Office and Other Operations		(2)	1
Total loan impairment charges^c	3,559	3,790	5,625
Impairment charges on available for sale investments (excluding BlackRock, Inc.)	40	60	51
Impairment of reverse repurchase agreements	(3)	(48)	(4)
Total credit impairment charges and other provisions	3,596	3,802	5,672
Impairment of investment in BlackRock, Inc.		1,800	
Notes			

a Included within Other financial institutions (Americas) are £427m (2011: £693m) of loans backed by retail mortgage collateral.

b Credit market related impairment charges within Investment Bank comprised a net £243m charge (2011: £14m write back; 2010: £660m charge) against loans and advances and a £6m write back (2011: £35m; 2010: £39m) against available for sale investments.

c Includes write back of £4m (2011: £24m charge; 2010: £76m charge) in respect of undrawn facilities and guarantees.

Table of Contents**Impairment allowances (audited)**

Impairment allowances decreased £921m to £9,676m, driven primarily by a reduction in the retail portfolios due to improved underlying credit performance and delinquency. Amounts written off decreased £1,046m to £4,119m driven, in part, by the 2011 change in write-off policy, which resulted in higher write-offs in the prior year.

Movements in allowance for impairment by asset class (audited)

	At beginning of year	Acquisitions and disposals	Unwind of discount	Exchange and other adjustments	Amounts written off	Recoveries	Amounts charged to income statement	Balance at 31 December
	£m	£m	£m	£m	£m	£m	£m	£m
2012								
Home loans	834		(45)	(33)	(382)	24	457	855
Credit cards, unsecured and other retail lending	4,540	(59)	(144)	(248)	(2,102)	119	1,674	3,780
Corporate loans	5,223	(21)	(22)	(5)	(1,635)	69	1,432	5,041
Total impairment allowance	10,597	(80)	(211)	(286)	(4,119)	212	3,563	9,676
2011								
Home loans	854	(2)	(80)	(101)	(184)	14	333	834
Credit cards, unsecured and other retail lending	5,919	(4)	(154)	(145)	(3,292)	139	2,077	4,540
Corporate loans	5,659	(12)	(9)	(194)	(1,689)	112	1,356	5,223
Total impairment allowance	12,432	(18)	(243)	(440)	(5,165)	265	3,766	10,597

Age analysis of loans and advances that are past due (audited)

The following tables present an age analysis of loans and advances that are past due but not impaired and loans that are assessed as impaired. These loans are reflected in the balance sheet credit quality tables on pages 122-123 as being higher risk.

Loans and advances past due but not impaired (audited)

	Past due				Past due		Total
	up to	Past due	Past due	Past due	6 months	and over	
	1 month	1-2 months	2-3 months	3-6 months			
	£m	£m	£m	£m	£m	£m	£m
As at 31 December 2012							
Loans and advances designated at fair value	108	50	39	19	176		392
Home loans	127	23	48	42	39		279
Credit cards, unsecured and other retail lending	133	6	6	8	35		188
Corporate loans	4,261	471	459	236	427		5,854
Total	4,629	550	552	305	677		6,713
As at 31 December 2011							
Loans and advances designated at fair value	56	46		3	327		432
Home loans	35	5	22	31	21		114
Credit cards, unsecured and other retail lending	117	29	27	48	127		348
Corporate loans	8,343	315	298	315	236		9,507
Total	8,551	395	347	397	711		10,401

Table of Contents

Risk review

Credit risk continued

Analysis of loans and advances assessed as impaired (audited)

The following tables present an age analysis of loans and advances collectively impaired, total individually impaired loans, and total impairment allowance.

Loans and advances assessed as impaired (audited)

	Collectively assessed for impairment						Individually	
	Past due		Past due		Past due	Total	impairment	Total
	up to	Past due	Past due	Past due	6 months			
	1 month	1-2 months	2-3 months	3-6 months	and over			
£m	£m	£m	£m	£m	£m	£m	£m	
As at 31 December 2012								
Home loans	4,649	2,297	650	888	1,964	10,448	783	11,231
Credit cards, unsecured and other retail lending	1,539	938	345	550	2,864	6,236	1,617	7,853
Corporate loans	344	57	46	57	872	1,376	7,449	8,825
Total	6,532	3,292	1,041	1,495	5,700	18,060	9,849	27,909
As at 31 December 2011								
Home loans	4,034	2,636	550	1,345	2,113	10,678	382	11,060
Credit cards, unsecured and other retail lending	1,390	1,117	357	885	3,585	7,334	702	8,036
Corporate loans	138	71	71	81	455	816	9,607	10,423
Total	5,562	3,824	978	2,311	6,153	18,828	10,691	29,519

Potential Credit Risk Loans (PCRLs)

In line with disclosure requirements from the SEC in the US, the Group reports potentially and actually impaired loans as PCRLs. PCRLs comprise two categories of loans: Credit Risk Loans (CRLs) and Potential Problem Loans (PPLs). For further information on definitions of CRLs and PPLs refer to pages 324-325.

PCRLs and coverage ratios^a

	CRLs		PPLs		PCRLs	
	2012 £m	2011 £m	2012 £m	2011 £m	2012 £m	2011 £m
As at 31 December						
Retail	8,821	10,410	656	600	9,477	11,010
Wholesale ^b	9,744	10,932	1,102	1,372	10,846	12,304
Group	18,565	21,342	1,758	1,972	20,323	23,314

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As at 31 December	Impairment allowance		CRL coverage		PCRL coverage	
	2012	2011	2012	2011	2012	2011
	£m	£m	%	%	%	%
Retail	4,635	5,386	52.5	51.7	48.9	48.9
Wholesale	5,041	5,211	51.7	47.7	46.5	42.4
Group	9,676	10,597	52.1	49.7	47.6	45.5

For more information refer to the Retail credit risk section (pages 129-135), Wholesale credit risk section (pages 136-139) and Risk management section (pages 313-343).

Overall, CRL balances decreased by 13% reflecting improvements in both retail and wholesale portfolios. The CRL coverage ratio increased to 52.1% (2011: 49.7%). Overall PPLs decreased 11% principally reflecting lower balances in the wholesale portfolios. The PCRL coverage ratio increased to 47.6% (2011: 45.5%).

Notes

a UKRBB Medium Business lending and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios have been reclassified from wholesale to retail, whilst Wealth and Investment Management's Private Bank portfolio has been reclassified from retail to wholesale. This has resulted in a net increase in retail PCRLs of £9m and impairment allowance of £12m with a corresponding decrease in wholesale PCRLs and impairment allowance in 2011. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.

b Includes all forbearance accounts that are over 90 days+ and/or impaired.

Table of Contents

Retail credit risk

Gross loans and advances to customers in the retail portfolios increased 1% to £232.7bn, due to increases in: UKRBB of 5% to £129.7bn driven by growth in home loans balances; Barclaycard of 8% to £34.7bn primarily reflecting business growth in the UK and US and acquisition of portfolios in the US and South Africa; and Wealth and Investment Management of 21% to £2.5bn reflecting growth in the Wealth International home loans portfolio. These increases were partially offset by decreases of 9% in Africa RBB to £24.0bn primarily due to adverse currency movements and 8% in Europe RBB to £41.0bn due to credit tightening actions, active management to reduce funding mismatches and currency movements.

Retail impairment allowances decreased 14% to £4.6bn principally due to changes in the write-off policy, debt sales, lower severity and improved delinquency.

The total loan impairment charge across the retail portfolios reduced 16% to £2.1bn:

- j The loan impairment charge at Barclaycard decreased 22% to £1.0bn as a result of improved delinquency, lower charge-offs and better recovery rates;
- j The loan impairment charge at UKRBB decreased 50% to £0.3bn mainly reflecting improvements across all portfolios, which also includes higher recoveries principally from refunds of PPI in Consumer Lending and release of provision due to the resolution of backlogs in litigation in home loans;
- j The reduction was partially offset by Africa RBB loan impairment charge, which increased 22% to £0.5bn reflecting higher loss given default rates and higher levels of write-offs in the South African home loans recovery book; and
- j Europe RBB impairment charge increased 36% to £0.3bn due to deterioration in credit performance reflecting current economic conditions across Europe. Lower impairment charges coupled with higher loan balances led to a fall in the retail loan loss rate to 89bps (2011: 108bps).

Retail loans and advances at amortised cost

	Gross		L&A net of impairment	Credit risk loans	CRLs % of gross L&A	Loan impairment charges	Loan loss rates
	L&A	Impairment allowance	of impairment		%		
	£m	£m	£m	£m		£m	bps
As at 31 December 2012							
UKRBB ^a	129,682	1,369	128,313	2,883	2.2	269	21
Europe RBB ^b	41,035	714	40,321	1,901	4.6	328	80
Africa RBB	23,987	700	23,287	1,790	7.5	472	197
Barclaycard ^c	34,694	1,757	32,937	2,121	6.1	979	282
Corporate Banking ^d	739	79	660	92	12.4	27	365
Wealth and Investment Management ^e	2,535	16	2,519	34	1.3		
Total	232,672	4,635	228,037	8,821	3.8	2,075	89
As at 31 December 2011							
UKRBB ^a	123,055	1,686	121,369	3,299	2.7	536	44
Europe RBB ^b	44,488	684	43,804	1,708	3.8	241	54
Africa RBB	26,363	731	25,632	2,362	9.0	386	146
Barclaycard ^c	32,214	2,077	30,137	2,824	8.8	1,259	391
Corporate Banking ^d	1,453	188	1,265	182	12.5	49	337
Wealth and Investment Management ^e	2,098	20	2,078	35	1.6	6	30
Total	229,671	5,386	224,285	10,410	4.5	2,477	108
Notes							

a UKRBB Medium Business net lending (2011: £2,680m) has been reclassified from wholesale to retail as at December 2012.

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- b Europe RBB includes loans and advances to business customers at amortised cost.
- c Barclaycard business net lending (2011: £468m) has been reclassified from wholesale to retail as at December 2012.
- d Corporate Banking primarily includes retail portfolios in UAE.
- e Wealth and Investment Management includes Wealth International portfolio. Private Bank net lending (2011: £14,627m) has been reclassified from retail to wholesale as at December 2012.

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Barclays PLC Annual Report 2012 I 129

Table of Contents**Risk review****Credit risk continued****Analysis of retail gross loans and advances^a**

	Secured home loans £m	Credit cards, overdrafts and unsecured loans £m	Other secured retail lending ^b £m	Business lending £m	Total retail £m
As at 31 December 2012					
UKRBB	114,766	6,863		8,053	129,682
Europe RBB	34,825	4,468		1,742	41,035
Africa RBB	17,422	2,792	3,086	687	23,987
Barclaycard		31,394	2,730	570	34,694
Corporate Banking	274	336	117	12	739
Wealth and Investment Management	2,267	63	205		2,535
Total	169,554	45,916	6,138	11,064	232,672
As at 31 December 2011					
UKRBB	107,775	7,351		7,929	123,055
Europe RBB	37,099	4,994		2,395	44,488
Africa RBB	19,691	2,715	3,405	552	26,363
Barclaycard		28,557	3,181	476	32,214
Corporate Banking	421	728	284	20	1,453
Wealth and Investment Management	1,892	62	144		2,098
Total	166,878	44,407	7,014	11,372	229,671

PCRLs and coverage ratios**PCRLs and coverage ratios^c**

	CRLs		PPLs		PCRLs	
	2011	2012	2011	2012	2011	2012
As at 31 December	£m	£m	£m	£m	£m	£m
Home loans	3,397	3,688	262	212	3,659	3,900
Credit cards and unsecured lending	3,954	4,890	295	301	4,249	5,191
Other retail lending and business banking	1,470	1,832	99	87	1,569	1,919
Total retail	8,821	10,410	656	600	9,477	11,010
	Impairment allowance		CRL coverage		PCRL coverage	
	2011	2012	2011	2012	2011	2012
As at 31 December	£m	£m	%	%	%	%
Home loans	849	892	25.0	24.2	23.2	22.9
Credit cards and unsecured lending	3,212	3,777	81.2	77.2	75.6	72.8
Other retail lending and business banking	574	717	39.0	39.1	36.6	37.4

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Total retail	4,635	5,386	52.5	51.7	48.9	48.9
Notes						

- a For December 2012 reporting UKRBB Medium Business gross lending (2011: £2,743m) and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios (2011: £476m) have been reclassified from wholesale to retail. Wealth and Investment Management's Private Bank portfolio (2011: £14,686m) has been reclassified from retail to wholesale. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.
- b Other secured retail lending includes Vehicle Auto Finance in Africa RBB and UK Secured Lending in Barclaycard.
- c UKRBB Medium Business lending and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios have been reclassified from wholesale to retail, whilst Wealth and Investment Management's Private Bank portfolio has been reclassified from retail to wholesale. This has resulted in a net increase in retail PCRLs of £9m and impairment allowance of £12m with a corresponding decrease in wholesale PCRLs and impairment allowance in 2011. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.

Table of Contents**PCRLs and coverage ratios by business^a**

	CRLs		PPLs		PCRLs	
	2012	2011	2012	2011	2012	2011
As at 31 December	£m	£m	£m	£m	£m	£m
UKRBB	2,883	3,299	283	222	3,166	3,521
Europe RBB	1,901	1,708	113	99	2,014	1,807
Africa RBB	1,790	2,362	61	61	1,851	2,423
Barclaycard	2,121	2,824	193	204	2,314	3,028
Corporate Banking	92	182	5	11	97	193
Wealth and Investment Management	34	35	1	3	35	38
Total retail	8,821	10,410	656	600	9,477	11,010

	Impairment allowance		CRL coverage		PCRL coverage	
	2012	2011	2012	2011	2012	2011
As at 31 December	£m	£m	%	%	%	%
UKRBB	1,369	1,686	47.5	51.1	43.2	47.9
Europe RBB	714	684	37.6	40.0	35.5	37.8
Africa RBB	700	731	39.1	30.9	37.8	30.2
Barclaycard	1,757	2,077	82.8	73.5	75.9	68.6
Corporate Banking	79	188	85.9	103.3	81.4	97.4
Wealth and Investment Management	16	20	47.1	57.1	45.7	52.6
Total retail	4,635	5,386	52.5	51.7	48.9	48.9

CRL balances in retail portfolios decreased 15% to £8.8bn (2011: £10.4bn), primarily due to Barclaycard, where reductions reflected favourable delinquency performance, reductions in recovery balances, the change to the write-off policy at the end of 2011, and increased debt sale activity; Africa RBB, where reductions were driven by a higher number of accounts being charged-off and written-off, particularly in South African Home Loans; and UKRBB, where reductions reflected falling recovery balances across principal portfolios due to improved performance. This was partially offset by higher balances in Europe RBB principally in the Spanish and Italian home loans books.

The CRL coverage ratio increased to 52.5% (2011: 51.7%). PPL balances increased 9% principally due to increased home loans balances in UKRBB. The PCRL coverage ratio remained stable at 48.9% (2011: 48.9%).

Secured home loans

Home loans to retail customers increased to £169.6bn (2011: £166.9bn), and as a proportion of total retail gross loans and advances remained unchanged at 73%. The principal home loan portfolios listed below account for 96% of total home loans in the Group's retail portfolios.

Home loans principal portfolios^b

	Gross loans and advances £m	> 90 day arrears %	Gross charge-off rates %	Recoveries proportion of outstanding balances %	Recoveries impairment coverage ratio %
As at 31 December 2012					
UK	114,766	0.3	0.6	0.5	13.4
South Africa	15,773	1.6	3.9	6.9	34.6
Spain	13,551	0.7	1.1	1.9	34.0
Italy	15,529	1.0	0.8	1.8	25.4
Portugal	3,710	0.7	1.4	2.8	25.6
As at 31 December 2011					
UK	107,775	0.3	0.6	0.6	15.3
South Africa	17,585	3.2	3.7	6.9	19.4
Spain	14,918	0.5	0.6	1.6	32.5

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Italy	15,935	1.0	0.5	1.3	29.3
Portugal	3,891	0.6	1.1	2.0	15.0

Notes

- a UKRBB Medium Business lending and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios have been reclassified from wholesale to retail, whilst Wealth and Investment Management's Private Bank portfolio has been reclassified from retail to wholesale. This has resulted in a net increase in retail PCRLs of £9m and impairment allowance of £12m with a corresponding decrease in wholesale PCRLs and impairment allowance in 2011. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.
- b Excluded from the above analysis are: Wealth International home loans, which are managed on the basis of individual customer exposures, France home loans and other small home loans portfolios.

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Barclays PLC Annual Report 2012 I 131

Table of Contents**Risk review****Credit risk continued**

Arrears rates remained steady in the UK as targeted balance growth and better customer affordability criteria continued to be supported by the low base rate environment. The recoveries impairment coverage ratio decreased mainly because of a release of provision due to the resolution of backlogs in litigation.

In the UK, owner-occupied interest only balances of £38.1bn (2011: £39.2bn) represented 33% of total stock. Buy-to-let home loans comprised 7% of the total stock (2011: 6%). For information on interest only lending, refer to page 135.

Arrears rates for South Africa home loans significantly decreased reflecting improvements in portfolio performance. Increased focus on reducing the recoveries portfolio during 2012 resulted in higher write-offs. Coverage ratio on recoveries increased due to a higher mix of insolvent accounts in this portfolio. These accounts result in higher losses due to increased legal costs and longer time to foreclose. Credit performance of home loans in Europe continued to worsen as economic conditions deteriorated further. In Spain home loans, the recoveries impairment coverage ratio increased mainly due to incremental impairment taken to reflect potential declines in house prices.

Principal home loans portfolios distribution of balances by LTV (updated valuations)^{a,b}

	UK		South Africa		Spain		Italy		Portugal ^d 2012	
	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011
	%	%	%	%	%	%	%	%	%	%
As at 31 December										
<=75%	76.1	77.6	62.8	58.8	64.2	72.1	74.3	70.7	40.3	49.0
>75% and <=80%	9.2	7.5	9.0	8.7	6.5	6.6	16.0	16.8	8.3	11.4
>80% and <=85%	5.4	5.3	8.2	8.3	6.1	5.7	5.5	10.2	10.6	13.7
>85% and <=90%	3.3	3.6	6.4	7.2	5.5	4.0	1.4	1.3	11.1	9.4
>90% and <=95%	2.2	2.4	4.0	5.3	4.4	2.6	0.9	0.5	10.2	8.8
>95% and <=100%	1.4	1.5	2.8	3.3	3.3	1.9	0.6	0.2	7.6	4.6
>100%	2.4	2.1	6.8	8.4	10.0	7.1	1.3	0.3	11.9	3.1
Marked to market LTV ^c	45.5	44.3	44.2	45.2	64.6	60.1	46.7	46.9	77.6	69.6

Credit quality of the principal home loan portfolios reflected relatively conservative levels of high LTV lending and moderate LTV on existing portfolios. During 2012, using current valuations, the average LTV of principal home loans portfolios remained broadly stable in UK, South Africa and Italy. However, it increased in Spain and Portugal as a result of continued decline in house prices.

Home loans new lending^{a,b}

	UK		South Africa		Spain		Italy		Portugal	
	2012	2011	2012	2011	2012	2011	2012	2011	2012	2011
As at 31 December										
New home loans (£m)	18,170	17,202	1,186	1,381	284	502	848	3,719	83	495
Average LTV %	56.4	54.0	64.7	61.2	62.8	61.3	55.4	59.6	60.8	67.7
New home loans proportion above 85% LTV	3.5	0.8	36.8	29.9	4.1	1.3			4.9	5.5

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New lending in principal home loan portfolios listed above decreased 12% to £20,571m (2011: £23,299m). The increase in average LTV for new home loans business to 56.4% (2011: 54.0%) in the UK was driven by the launch of a 90% LTV product, on a limited basis. The volume in this segment is constrained by tight credit criteria and risk limits, as evidenced by the moderate increase of new home loans proportion above 85%.

Notes

- a Excluded from the above analysis are: Wealth International home loans, which are managed on the basis of individual customer exposures, France home loans and other small home loans portfolios.
- b UK, South Africa and Italy marked to market methodology is based on valuation weighted approach. Valuation weighted LTV is the ratio between total outstanding balance and the value of total collateral held against these balances. Spain and Portugal marked to market methodology is based on balance weighted approach. Balance weighted LTV is derived by calculating individual LTVs at account level and weighting it by the individual loan balances to arrive at the average position. This is in line with local reporting practice.
- c Portfolio marked to market based on the most updated valuation and includes recoveries balances. Updated valuations reflect the application of the latest house price index available in the country as at 31 December 2012 to calculate the average MTM portfolio LTV as at 31 December 2012.
- d In Portugal, the increase in average MTM LTVs and in the LTV distribution are due to the application of more detailed house price valuations since June 2012.

Table of Contents**Credit cards, overdrafts and unsecured loans**

Total credit cards, overdrafts and unsecured loans remained broadly stable with the increase in card portfolio balances due to acquisitions being offset by decreases in unsecured loans and overdraft portfolios. 90 day arrears improved marginally to 1.1% (2011: 1.2%) in UK Cards, while the rate improved to 1.1% (2011: 1.5%) in US Cards reflecting a continued move towards better asset quality and improving delinquency performance. Arrears rates in the European Cards portfolios deteriorated marginally in the same period, reflecting the difficult economic environment. Rates were broadly stable in South Africa card portfolios and performance remained within expectations. The reduction in the coverage ratio on the main UK and US portfolios reflects improved recoveries, the change in write-off policy at the end of 2011 and increased debt sale activity. The principal portfolios listed below account for 87% of total credit cards, overdrafts and unsecured loans in the Group's retail portfolios.

Principal portfolios

	Gross loans and advances £m	30 day arrears %	90 day arrears %	Gross charge-off rates %	Recoveries proportion of outstanding balances %	Recoveries impairment coverage ratio %
As at 31 December 2012						
UK cards ^a	15,434	2.5	1.1	4.9	6.2	80.4
US cards ^b	9,296	2.4	1.1	5.0	2.3	90.7
UK personal loans	4,861	3.0	1.3	5.1	17.4	78.9
South Africa cards ^c	2,511	5.2	2.8	4.2	5.2	70.9
Barclays Partner Finance	2,323	1.9	1.0	3.9	4.8	78.1
Europe RBB cards	1,604	6.2	2.9	9.2	12.7	95.5
UK overdrafts	1,382	5.3	3.5	8.2	14.6	92.7
Italy salary advance loans ^d	1,354	2.3	0.9	8.4	9.4	12.5
South Africa personal loans	1,061	5.6	3.1	8.5	7.6	72.3
As at 31 December 2011						
UK cards ^a	14,692	2.7	1.2	6.2	6.8	85.2
US cards ^b	8,303	3.1	1.5	7.6	3.5	92.1
UK personal loans	5,166	3.4	1.7	6.5	19.0	82.8
South Africa cards ^c	1,816	5.1	3.0	5.6	6.4	72.9
Barclays Partner Finance	2,122	2.4	1.3	4.6	6.3	84.8
Europe RBB cards	1,684	5.9	2.6	10.1	13.8	89.5
UK overdrafts	1,322	6.0	3.9	9.7	17.5	90.6
Italy salary advance loans ^d	1,629	2.6	1.3	6.3	6.6	11.7
South Africa personal loans	1,164	6.4	3.9	8.3	6.9	72.4

Business lending

Business lending primarily relates to small and medium enterprises typically with exposures up to £3m or with a turnover up to £5m. The principal portfolios listed below account for 88% of total Business lending loans in the Group's retail portfolios.

Principal portfolios

	Gross loans and advances		Arrears Managed ^e		Early Warning List Managed ^f		Gross charge-off rates	Recoveries proportion of outstanding balances	Recoveries coverage ratio
	£m	Drawn balances £m	Of which arrears balances %	Drawn balances £m	Of which Early Warning List balances %	Loan loss rates bps	%	%	%
As at 31 December 2012									
UK	8,053	713	6.0	7,122	9.2	140	2.5	4.3	34.9
Spain	1,095	95	11.3	993	60.4	210	3.8	6.6	45.0

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Portugal	596	185	6.4	393	17.8	503	5.7	6.7	65.9
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Notes

- a UK cards includes the acquired Egg credit card assets, which totalled £1.7bn at acquisition. The outstanding acquired balances have been excluded from the recoveries impairment coverage ratio on the basis that the portfolio has been recognised on acquisition at fair value during 2011 (with no related impairment allowance). Impairment allowances have been recognised as appropriate where these relate to the period post acquisition.
- b US cards risk metrics exclude the impact of U-promise in 2011.
- c South Africa cards risk metrics exclude the Edcon portfolio which was acquired in November 2012. In addition, these metrics now include Woolworth Financial Services portfolios.
- d The recoveries impairment coverage ratio for Italy salary advance loans is lower than other unsecured portfolios as these loans are extended to customers where the repayment is made via a salary deduction at source by qualifying employers and Barclays is insured in the event of termination of employment or death. Recoveries represent balances where insurance claims are pending that we believe are largely recoverable, hence the lower coverage.
- e Arrears managed accounts are principally customers with an exposure threshold less than £50k in the UK and 100k in Europe, with processes designed to manage a homogeneous set of assets. Arrears balances reflects the total balances of accounts which are past due on payments.
- f EWL Managed accounts are customers that exceed the arrears managed threshold, with processes that record heightened levels of risk through an EWL grading. EWL balances comprise of a list of three categories graded in line with the perceived severity of the risk attached to the lending, and can include customers that are up to date with contractual payments or subject to forbearance as appropriate.

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Barclays PLC Annual Report 2012 I 133

Table of Contents**Risk review****Credit risk continued**

UK business lending gross loans and advances increased 2% to £8,053m (2011: £7,929m). Loan loss rates improved to 140bps (2011: 213bps) whilst a broadly stable credit policy has been maintained. Business lending gross loans and advances in Europe reduced 27% in 2012 to £1,742m (2011: £2,395m) primarily due to the tightening of credit policy, reducing new business volumes and currency movements. Spain gross loans and advances reduced 31% to £1,095m (2011: £1,576m). Loan loss rates increased to 210bps (2011: 115bps) reflecting both increasing arrears in the difficult macro environment and the reducing balances. Early Warning List (EWL) balances reflect the close monitoring of the portfolio, with over 75% of EWL balances not in arrears. Portugal gross loans and advances reduced 21% to £596m (2011: £758m). Loan loss rates increased to 503bps (2011: 238bps) reflecting both increasing arrears in the difficult macro environment and reducing balances.

Retail forbearance programmes

Retail forbearance is available to customers experiencing financial difficulties. Forbearance solutions may take a number of forms depending on the extent of the financial dislocation. Short term solutions normally focus on temporary reductions to contractual payments and switches from capital and interest payments to interest only. For customers with longer term financial difficulties, term extensions may be offered, which may also include interest rate concessions and conversion to fully amortising balances for card portfolios.

Forbearance on the Group's principal portfolios in the US, UK and Europe is presented below.

In South Africa, forbearance and rehabilitation balances are not published as local practices are in the process of being aligned to the Barclays Group policy. In other retail portfolios the level of forbearance extended to customers is not material and typically is not a significant factor in the management of customer relationships.

Loans in forbearance in the principal home loans portfolios increased 3% to £1,987m, mainly due to an increase in Spain and Italy home loans. Within UK home loans, term extensions account for over 80% of forbearance balances with the majority of the remainder being switches from capital and interest to interest only. In Spain forbearance accounts are predominantly full account restructures. In Italy the majority of the balances relate to specific schemes required by the Italian government (e.g. debt relief scheme following the earthquake of 2009) and amendments are weighted towards payment holidays and interest suspensions.

Principal portfolios

	Gross L&A subject to forbearance programmes £m	Forbearance programmes proportion of outstanding balances %	Impairment coverage on gross L&A subject to forbearance programmes %	Marked to market LTV of home loan forbearance balances ^a %
As at 31 December 2012				
Home loans				
UK	1,596	1.4	0.8	36.6
Spain	174	1.3	5.8	68.9
Italy	217	1.4	2.9	49.1
Credit cards, overdrafts and unsecured loans				
UK cards ^{b,c}	991	6.3	37.8	n/a
UK personal loans	168	3.4	29.0	n/a

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US cards ^d	116	1.3	15.0	n/a
Business lending^e				
UK	203	2.5	15.4	n/a
As at 31 December 2011				
Home loans				
UK	1,613	1.5	0.8	31.6
Spain	145	1.0	3.7	67.4
Italy	171	1.1	2.6	46.5
Credit cards, overdrafts and unsecured loans				
UK cards ^{b,c}	989	6.5	38.2	n/a
UK personal loans	201	3.8	29.5	n/a
US cards ^d	125	1.7	19.7	n/a
Notes				

- a UK and Italy marked to market methodology is based on valuation weighted approach. Valuation weighted LTV is the ratio between total outstanding balance and the value of total collateral held against these balances. Spain marked to market methodology is based on balance weighted approach. Balance weighted LTV approach is derived by calculating individual LTVs at account level and weighting it by the individual loan balances to arrive at the average position. This is in line with local reporting practice.
- b Impairment allowances against UK cards forbearance decreased, reflecting improved expectations on debt repayment. As a result, the impairment coverage ratio decreased during 2012. UK cards includes Barclays Branded Card and Partnership Card assets.
- c UK cards includes balances related to the acquired Egg credit card assets, which totalled £1.7bn at acquisition. The outstanding acquired balances have been excluded from the forbearance impairment coverage ratio on the basis that the portfolio has been recognised on acquisition at fair value during 2011 (with no related impairment allowance). Impairment allowances have been recognised as appropriate where these relate to the period of post acquisition.
- d US Cards includes the U-promise portfolio in 2012. The outstanding acquired balances have been excluded from the forbearance impairment coverage ratio on the basis that the portfolio has been recognised on acquisition at fair value during 2011.
- e Forbearance policies for Business lending were implemented in 2012. Comparable figures for previous periods are not available.

Table of Contents**Re-age activity**

Re-age is applicable only to revolving products where a minimum due payment is required. Re-age refers to returning of a delinquent account to up-to-date status without collecting the full arrears (principal, interest and fees). The changes in timing of cash flows following re-aging do not result in any additional cost to Barclays. The following are the principal portfolios in which re-age activity occurs.

Principal Portfolios

As at 31 December	Re-aged balances in total outstanding, excluding recoveries balances		Re-aged balances as proportion of total outstanding, excluding recoveries balances		30 day arrears of re-aged balances at 12 months on book	
	2012	2011	2012	2011	2012	2011
	£m	£m	%	%	%	%
UK Cards	232	185	1.6	1.3	17.2	14.6
US Cards	96	170	1.1	2.4	13.8	16.4

Re-aged balances as a percentage of total outstanding, excluding recoveries balances increased in the UK cards portfolios. The decrease in US cards has been driven by improved ability of customers to self cure from a position of delinquency. The re-age activity in South Africa and Europe RBB cards portfolios are not considered to be material.

For further detail on policy relating to the re-aging of loans, please refer to page 327.

Exposures to interest only home loans

In the course of its retail lending business, the Group provides interest only mortgages to customers, mainly in the UK. Under the terms of these loans, the customer makes payments of interest only for the entire term of the mortgage, although customers may make early repayments of the principal provided that these are no more than 5% of the principal balance in any year.

Subject to such overpayments, the entire principal remains outstanding until the end of the loan term and the customer is responsible for repaying this on maturity. The repayment vehicle may include sale of the mortgaged property.

Interest only lending is subject to underwriting criteria that include: a maximum size of loan, maximum loan to value ratios, affordability and maximum loan term amongst other criteria. Borrowers on interest only terms must have a repayment strategy in place to repay the loan at maturity and a customer contact strategy has been developed to ensure ongoing communications are in place with interest only customers at various points during the term of the mortgage. The contact strategy is varied dependent on our view of the risk of the customer.

Interest only mortgages comprise £53bn (46%) of the total £115bn UK Home Loans portfolio. Of these, £46bn^a are owner-occupied^b with the remaining £7bn buy-to-let^c.

Exposure to interest only owner-occupied home loans

As at December 31	2012
Interest only balances (£m)	45,693
90 days arrears (%)	0.3
Marked to market LTV %	45.2
Interest only mortgages maturing during:	
2013	710
2014	872
2015	1,046

Management adjustments to models

Management adjustments to models for impairment in retail portfolios are applied in order to factor in certain conditions or changes in policy that are not incorporated into the relevant impairment models, to ensure that the impairment allowance reflects all known facts and circumstances at the period end. The main factors in management adjustments to models include changes to reflect current economic conditions and a decline in recoveries. Adjustments typically increase the model derived impairment allowance.

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Management adjustments to models for retail impairment resulted in a total additional impairment charge of £45.9m in 2012. Management adjustments to models of more than £10m with respect to impairment charge in our principal retail portfolios are presented below and represent £26.9m of the total adjustment.

Material portfolios

	Total management adjustments to impairment charge, including forbearance £m	Total management adjustments charge proportion of total impairment charge %
As at 31 December 2012		
Spain home loans	14.0	19.3
Portugal home loans	12.9	54.4

The high level of management adjustment for Spain and Portugal home loans in 2012 reflected a requirement to increase coverage to take into account potential declines in house prices.

Notes

- a Balances also include the interest only portion of the Part and Part UK owner-occupied portfolio. A Part and Part Home Loan is a product in which part of the loan is interest only and part is amortising. Where customers request a further advance, this is generally made on a repayment basis. Advances made on a repayment basis have been included above.
- b Owner-occupied refers to mortgages where the intention of the customer was to occupy the property at origination.
- c Buy-to-let refers to mortgages where the intention of the customer (investor) was to let the property at origination.

Table of Contents**Risk review****Credit risk continued****Wholesale credit risk**

Gross loans and advances to customers and banks in the wholesale portfolios decreased 7% to £243.2bn principally as a result of a 9% fall in the Investment Bank mainly due to a reduction in corporate, interbank and other wholesale lending. For more detail, see analysis of Investment Bank wholesale loans and advances on page 138. Furthermore, there was a 6% decrease in balances in Corporate Banking primarily in Europe due to the disposal of the Iveco Finance business and a reduction in Spanish exposures.

The total loan impairment charge across the wholesale portfolios increased 13% to £1.5bn principally due to higher charges in the Investment Bank, due to charges in ABS CDO Super Senior positions and losses on a small number of single name exposures. In addition, there was a non-recurring release of £223m in 2011. Furthermore, the impairment charge in Africa RBB increased 118% to £174m, principally due to the impact of one large name in the commercial property portfolio in South Africa. This was partially offset by lower loan impairment charges in Corporate Banking, principally in Spain where there are ongoing initiatives to reduce exposure within the property and construction sector.

The higher impairment charge and lower loan balances led to a higher wholesale loan loss rate of 61bps in 2012 (2011: 50bps).

CRLs in the wholesale portfolio decreased 11% to £9,744m primarily due to decreases in Investment Banking, where lower balances principally reflected asset sales and paydowns, as well as decreases in Corporate Banking, where the lower balances principally reflected the disposal of the Iveco Finance business in Europe.

Presented below is further information related to the Group's wholesale lending portfolios by business, with additional analysis of portfolios in the Investment Bank and Corporate Banking. Further detail is presented on the Group's wholesale exposure to Eurozone countries (pages 143-154); geographic and industry asset concentrations (pages 118-121 and 125-126) and asset credit quality (pages 122-123).

Wholesale loans and advances at amortised cost^{a,b}

	Gross L&A £m	Impairment allowance £m	L&A net of impairment £m	Credit risk loans £m	CRLs % of gross L&A %	Loan impairment charges £m	Loan loss rates bps
As at 31 December 2012							
Africa RBB	9,246	323	8,923	772	8.3	174	188
Investment Bank ^c	147,439	2,463	144,976	4,209	2.9	448	30
Corporate Banking	65,835	2,098	63,737	4,141	6.3	824	125
UK	52,667	428	52,239	1,381	2.6	279	53
Europe	8,122	1,536	6,586	2,607	32.1	527	649
Rest of World	5,046	134	4,912	153	3.0	18	36
Wealth and Investment Management ^d	19,236	141	19,095	603	3.1	38	20
Head Office and Other Functions	1,466	16	1,450	19	1.3		
Total	243,222	5,041	238,181	9,744	4.0	1,484	61
As at 31 December 2011							
Africa RBB	9,729	294	9,435	720	7.4	80	82
Investment Bank ^c	161,194	2,555	158,639	5,253	3.3	129	8
Corporate Banking	70,268	2,235	68,033	4,312	6.1	1,071	152
UK	52,772	545	52,227	1,267	2.4	345	65

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Europe	12,899	1,574	11,325	2,876	22.3	699	542
Rest of World	4,597	116	4,481	169	3.7	27	59
Wealth and Investment Management ^d	17,157	110	17,047	611	3.6	35	20
Head Office and Other Functions	1,958	17	1,941	36	1.8	(2)	(10)
Total	260,306	5,211	255,095	10,932	4.2	1,313	50
Notes							

- a Loans and advances to business customers in Europe RBB are included in the retail loans and advances to customers at amortised cost table on page 129.
- b For December 2012 reporting UKRBB Medium Business net lending (2011: £2,680m) and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios (2011: £468m) have been reclassified from wholesale to retail. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.
- c Investment Bank gross loans and advances include cash collateral and settlement balances of £85,116m as at 31 December 2012 and £75,707m as at 31 December 2011. Excluding these balances, CRLs as a proportion of gross loans and advances were 6.8% and 6.1% respectively.
- d Wealth and Investment Management Private Bank net lending (2011: £14,627m) has been reclassified from retail to wholesale as at December 2012.

Table of Contents**PCRLs and coverage ratios^a**

	CRLs ^b		PPLs		PCRLs	
	2012	2011	2012	2011	2012	2011
As at 31 December	£m	£m	£m	£m	£m	£m
Africa RBB	772	720	84	132	856	852
Investment Bank	4,209	5,253	327	445	4,536	5,698
Corporate Banking	4,141	4,312	617	756	4,758	5,068
Wealth and Investment Management	603	611	74	39	677	650
Head Office and Other Functions	19	36			19	36
Total wholesale	9,744	10,932	1,102	1,372	10,846	12,304

	Impairment allowance CRL coverage			PCRL coverage		
	2012	2011	2012	2011	2012	2011
As at 31 December	£m	£m	%	%	%	%
Africa RBB	323	294	41.8	40.8	37.7	34.5
Investment Bank	2,463	2,555	58.5	48.6	54.3	44.8
Corporate Banking	2,098	2,235	50.7	51.8	44.1	44.1
Wealth and Investment Management	141	110	23.4	18.0	20.8	16.9
Head Office and Other Functions	16	17	84.2	47.2	84.2	47.2
Total wholesale	5,041	5,211	51.7	47.7	46.5	42.4

CRL balances in the wholesale portfolio decreased 11% to £9.7bn (Dec 11: £10.9bn) primarily due to falls in: Investment Bank, where lower balances principally reflected asset sales and paydowns; and Corporate Banking, where the lower balances principally reflected the disposal of the Iveco Finance business in Europe.

The CRL coverage ratio increased to 51.7% (2011: 47.7%). PPL balances in the wholesale portfolio decreased 20% principally due to reduced balances in the UK and Europe in Corporate Banking and Investment Bank. The PCRL coverage ratio increased to 46.5% (2011: 42.4%).

Notes

a UKRBB Medium Business lending and Barclaycard's Global Payment Acceptance, Global Commercial Payments and Business Cards portfolios have been reclassified from wholesale to retail, whilst Wealth and Investment Management's Private Bank portfolio has been reclassified from retail to wholesale. This has resulted in a net increase in retail PCRLs of £9m and impairment allowance of £12m with a corresponding decrease in wholesale PCRLs and impairment allowance in 2011. These reclassifications (including comparatives) better reflect the way in which risk in these portfolios is managed.

b Includes all forbearance accounts that are 90 days+ and/or impaired.

Table of Contents

Risk review

Credit risk continued

Analysis of Investment Bank wholesale loans and advances at amortised cost

Investment Bank wholesale loans and advances decreased 9% to £147,439m (2011: £161,194m). This was driven by a reduction in corporate, interbank and other wholesale lending offset by higher settlement balances.

Included within corporate lending and other wholesale lending portfolios are £1,336m (2011: £3,204m) of loans backed by retail mortgage collateral classified within financial institutions.

Analysis of Investment Bank wholesale loans and advances at amortised cost

	Gross L&A £m	Impairment allowance £m	L&A net of impairment £m	Credit risk loans £m	CRLs % of gross L&A %	Loan impairment charges £m	Loan loss rates bps
As at 31 December 2012							
Loans and advances to banks							
Interbank lending	13,737	41	13,696	51	0.4	41	30
Cash collateral and settlement balances	23,350		23,350				
Loans and advances to customers							
Corporate lending	29,468	285	29,183	519	1.8	160	54
Government lending	1,369		1,369				
ABS CDO Super Senior	3,099	1,712	1,387	3,099	100.0	232	748
Other wholesale lending	14,650	425	14,225	540	3.7	15	10
Cash collateral and settlement balances	61,766		61,766				
Total	147,439	2,463	144,976	4,209	2.9	448	30
As at 31 December 2011							
Loans and advances to banks							
Interbank lending	19,655	45	19,610	34	0.2	(5)	(3)
Cash collateral and settlement balances	23,066		23,066				
Loans and advances to customers							
Corporate lending	38,326	730	37,596	1,515	4.0	194	51
Government lending	3,276		3,276				
ABS CDO Super Senior	3,390	1,548	1,842	3,390	100.0	6	18
Other wholesale lending	20,840	232	20,608	314	1.5	(66)	(32)
Cash collateral and settlement balances	52,641		52,641				
Total	161,194	2,555	158,639	5,253	3.3	129	8

Table of Contents**Wholesale forbearance programmes**

Wholesale client relationships are individually managed with lending decisions made with reference to specific circumstances and on bespoke terms. Forbearance occurs when Barclays, for reasons relating to the actual or perceived financial difficulty of an obligor, grants a concession below current Barclays standard rates (i.e. lending criteria below our current lending terms), that would not normally be considered. This includes all troubled debt restructures granted below our standard rates.

Wholesale forbearance reporting split by exposure class

	Sovereign £m	Financial institutions £m	Corporate £m	Personal and trusts £m	Total £m
As at 31 December 2012					
Restructure: reduced contractual cash flows	4	16	405		425
Restructure: maturity date extension	5	107	1,412	33	1,557
Restructure: changed cash flow profile (other than extension)	5	46	876	26	953
Restructure: payment other than cash			71	1	72
Change in security			76	8	84
Adjustments/non-enforced covenants	10	7	626	128	771
Other			318	74	392
Total	24	176	3,784	270	4,254

Wholesale forbearance reporting split by business unit

	Corporate Banking £m	Investment Bank £m	Wealth and Investment Management £m	Africa RBB £m	Total £m
As at 31 December 2012					
Restructure: reduced contractual cash flows	258	138		29	425
Restructure: maturity date extension	952	408	112	85	1,557
Restructure: changed cash flow profile (other than extension)	624	152	70	107	953
Restructure: payment other than cash	64	7	1		72
Change in security	45	26	12	1	84
Adjustments/non-enforced covenants	377	115	277	2	771
Other	162		211	19	392
Total	2,482	846	683	243	4,254

The tables above detail balance information for wholesale forbearance cases. Comparable figures for previous reporting periods are not available.

Loan impairment on forbearance cases amounted to £1,149m at 31 December 2012, which represented 27% of total forbearance balances. At 31 December 2012, maturity date extension accounted for the largest proportion of forbearance recognised, followed by changes to cash flow profile other than maturity extension, adjustments to or non-enforcement of covenants, and reduction of contractual cash flows.

Corporate borrowers accounted for 89% of balances and 95% of impairment booked to forbearance exposures at 31 December 2012, with impairment representing 29% of forbearance balances.

Corporate Banking accounted for the single largest proportion of overall Group forbearance, with forbearance exposures concentrated in Western Europe and particularly Spain, which accounted for 29% of total Group forbearance balances and 45% of total impairment booked to forbearance exposures at 31 December 2012.

UK Commercial Real Estate (UK CRE)

The UK CRE portfolio includes property investment, development, trading and housebuilders but excludes social housing contractors.

Total loans and advances at amortised cost to UK CRE amounted to £9,676m^a at 31 December 2012 (2011: £9,519m), with a total of £295m (3.0% of the total) being past due (2011: £366m; 3.8%). Impairment allowances totalled £80m at 31 December 2012 (2011: £78m).

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The impairment charge for 2012 for the UK CRE portfolio was £49m (2011: £40m) with the increase primarily relating to UK Corporate Banking.

Note

a An additional £270m (2011: £321m) of UK CRE exposure is held at fair value.

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Barclays PLC Annual Report 2012 I 139

Table of Contents**Risk review****Credit risk continued****Analysis of debt securities**

Debt securities include government securities held as part of the Group's treasury management portfolio for asset and liability, liquidity and regulatory purposes and are for use on a continuing basis in the activities of the Group.

The following tables provide an analysis of debt securities held by the Group for trading and investment purposes by issuer type and where the Group held government securities exceeding 10% of shareholders' equity in any of the last three years.

Further information on the credit quality of debt securities is presented on pages 122-123. Further disclosure on sovereign exposures in the Eurozone is presented on pages 143-154.

Debt securities

As at 31 December	2012		2011	
	£m	%	£m	%
Of which issued by:				
Governments and other public bodies	124,803	63.8	117,489	62.1
Corporate and other issuers	35,761	18.3	40,041	21.2
US agency	19,886	10.2	17,249	9.1
Mortgage and asset backed securities	14,556	7.4	13,713	7.3
Bank and building society certificates of deposit	548	0.3	577	0.3
Total	195,554	100.0	189,069	100.0

Government securities

As at 31 December	2012	2011	2010
	Fair value £m	Fair value £m	Fair value £m
United States	36,740	45,932	25,553
United Kingdom	29,252	19,722	21,999
South Africa	6,582	6,657	5,324
France	6,462	6,357	3,731
Japan	6,439	8,221	7,210
Germany	4,501	6,823	3,008
Italy	3,717	4,432	6,443
Spain	2,467	3,152	6,573

Table of Contents**Analysis of derivatives (audited)**

The tables below set out the fair values of the derivative assets together with the value of those assets subject to enforceable counterparty netting arrangements for which the Group holds offsetting liabilities and eligible collateral.

Derivative assets (audited)

	Balance sheet assets	Counterparty netting	Net exposure
	£m	£m	£m
As at 31 December 2012			
Foreign exchange	59,479	50,084	9,395
Interest rate	354,992	299,068	55,924
Credit derivatives	29,797	25,497	4,300
Equity and stock index	10,985	6,821	4,164
Commodity derivatives	13,893	6,202	7,691
Total derivative assets	469,146	387,672	81,474
Cash collateral held			46,855
Net exposure less collateral			34,619
As at 31 December 2011			
Foreign exchange	63,886	53,570	10,316
Interest rate	376,162	315,924	60,238
Credit derivatives	63,313	51,930	11,383
Equity and stock index	13,202	8,944	4,258
Commodity derivatives	22,401	10,224	12,177
Total derivative assets	538,964	440,592	98,372
Cash collateral held			51,124
Net exposure less collateral			47,248

Derivative asset exposures would be £435bn (2011: £492bn) lower than reported under IFRS if netting were permitted for assets and liabilities with the same counterparty or for which we hold cash collateral. Similarly, derivative liabilities would be £427bn (2011: £478bn) lower reflecting counterparty netting and collateral placed. In addition non-cash collateral of £6bn (2011: £6bn) was held in respect of derivative assets. Barclays received collateral from clients in support of OTC derivative transactions. These transactions are generally undertaken under International Swaps and Derivatives Association (ISDA) agreements governed by either UK or New York law.

Exposure relating to derivatives, repurchase agreements, reverse repurchase agreements, stock borrowing and loan transactions is calculated using internal FSA approved models. These are used as the basis to assess both regulatory capital and capital appetite and are managed on a daily basis. The methodology encompasses all relevant factors to enable the current value to be calculated and the future value to be estimated, for example, current market rates, market volatility and legal documentation (including collateral rights).

Table of Contents**Risk review****Credit risk continued****Barclays Credit Market Exposures (audited)^a**

During 2012, credit market exposures decreased by £5,851m to £9,310m, reflecting net sales and paydowns and other movements of £5,436m, foreign exchange movements of £459m, offset by net fair value gains and impairment charges of £44m.

Barclays credit market exposures

As at 31 December	2011		2012		Fair value (losses)/ gains and net funding £m	2012		Total (losses)/ gains £m
	\$m	\$m	£m	£m		Impairment (charge)/ release £m		
US residential mortgages								
ABS CDO Super Senior	2,243	2,844	1,387	1,842	(33)	(232)	(265)	
US sub-prime and Alt-A ^b	1,129	2,134	698	1,381	83	(22)	61	
Commercial mortgages								
Commercial real estate loans and properties	4,411	8,228	2,727	5,329	115		115	
Commercial mortgage backed securities ^b	411	1,578	254	1,022	154		154	
Monoline protection on CMBS		14		9				
Other credit market								
Leveraged Finance ^c	5,732	6,278	3,544	4,066	(54)	11	(43)	
SIVs, SIV-Lites and CDPCs		9		6	(1)		(1)	
Monoline protection on CLO and other	956	1,729	591	1,120	(29)		(29)	
CLO and other assets ^b	176	596	109	386	52		52	
Total	15,058	23,410	9,310	15,161	287	(243)	44	

i Net sales, paydowns and other movements of £5,436m included:

£2,497m of commercial real estate loans and properties including sale of BauBeCon for £898m (1,131m) in August, 100% stake in Archstone for £857m (\$1,338m) and sale of Calwest for £341m (\$550m) in September;

£885m commercial mortgage backed securities;

£693m US sub-prime and Alt-A;

£470m leveraged finance primarily relating to three counterparties;

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£449m monoline protection on CLO and other; and

£317m CLO and other assets.

- j ABS CDO Super Senior and leveraged finance exposures are accounted for at amortised cost less impairment. The fair values of these exposures as at 31 December 2012 were £922m and £3,059m respectively (31 December 2011: £917m and £3,350m). Materially, all other credit market exposures are accounted for on a fair value basis.

Notes

- a As the majority of exposure is held in US Dollars, the exposures above are shown in both US Dollars and Sterling.
- b Collateral assets of £719m (31 December 2011: £2,272m) previously underlying the Protium loan are now included within the relevant asset classes as the assets are now managed alongside similar credit market exposures. These assets comprised: US sub-prime and Alt-A £352m (31 December 2011: £965m), commercial mortgage backed securities £258m (31 December 2011: £921m), CLO and other assets £109m (31 December 2011: £386m).
- c Includes undrawn commitments of £202m (31 December 2011: £180m).

Table of Contents

[Exposures to Eurozone countries \(audited\)](#)

Overview

The Group recognises the credit and market risk resulting from the ongoing volatility in the Eurozone and continues to monitor events closely while taking coordinated steps to mitigate the risks associated with the challenging economic environment. Risks associated with a potential partial break-up of the Euro area include:

- j Direct risk arising from sovereign default of an exiting country and the impact on the economy of, and the Group's counterparties in, that country;

- j Indirect risk arising from the subsequent impact on the economy of, and the Group's counterparties in, other Eurozone countries;

- j Indirect risk arising from credit derivatives that reference Eurozone sovereign debt (see page 153); and

- j Direct redenomination risk on the potential mismatch in the currency of the assets and liabilities on balance sheets of the Group's local operations in countries in the Eurozone (see page 154).

The Group has performed and continues to perform stress tests to model the event of a break-up of the Eurozone area. Contingency planning has also been undertaken based on a series of potential scenarios that might arise from an escalation in the crisis. Multiple tests have been run to establish the impact on customers, systems, processes and staff in the event of the most plausible scenarios. Where issues have been identified, appropriate remedial actions have either been completed or are underway.

During 2012 the Group's net on-balance sheet exposures to Spain, Italy, Portugal, Ireland, Cyprus and Greece reduced by 13% to £59.0bn. Exposure to retail customers and corporate clients reduced 12% to £48.1bn, largely reflecting reduced lending in Spain, Italy and Portugal as part of the active management to reduce redenomination risk. Sovereign exposure decreased 29% to £5.0bn, principally due to a reduction in government bonds held as available for sale.

Basis of preparation

These disclosures are prepared on the same basis as the previous Annual Report and present the direct balance sheet exposure to credit and market risk by country, with the totals reflecting allowance for impairment, netting and cash collateral held where appropriate.

Trading and derivatives balances relate to Investment Bank activities, principally as market-maker for government bond positions. Positions are held at fair value, with daily movements taken through profit and loss:

- j Trading assets and liabilities are presented by issuer type, whereby positions are netted to the extent allowable under IFRS. Where liability positions exceed asset positions by counterparty type, exposures are presented as nil;

- j Derivative assets and liabilities are presented by counterparty type, whereby positions are netted to the extent allowable under IFRS. Cash collateral held is then added to give a net credit exposure. Where liability positions and collateral held exceed asset positions by counterparty type, exposures are presented as nil; and

- j Assets designated at fair value include debt and equity securities, loans and reverse repurchase agreements that have been designated at fair value. Available for sale assets are principally investments in government bonds and other debt securities. Balances are reported on a fair value basis, with movements in fair value going through other comprehensive income (OCI).

Loans and advances held at amortised cost^a comprise: (i) retail lending portfolios, predominantly mortgages secured on residential property; and (ii) corporate lending portfolios. Settlement balances and cash collateral are excluded from this analysis.

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Sovereign exposures reflect direct exposures to central and local governments^b, the majority of which are used for hedging interest rate risk and liquidity purposes. The remaining portion is actively managed reflecting our role as a leading primary dealer, market maker and liquidity provider to our clients. Financial institution and corporate exposures reflect the country of operations of the counterparty or issuer depending on the asset class analysed (including foreign subsidiaries and without reference to cross-border guarantees). Retail exposures reflect the country of residence for retail customers and country of operations for business banking customers. Off-balance sheet exposure consists primarily of undrawn commitments and guarantees issued to third parties on behalf of our corporate clients.

Notes

- a The Group also enters into reverse repurchase agreements and other similar secured lending, which are materially fully collateralised.
- b In addition, the Group held cash with the central banks of these countries totalling £0.7bn as at 31 December 2012 (2011: £0.8bn). Other material balances with central banks are classified within loans to financial institutions.

Table of Contents**Risk review****Credit risk continued****Summary of Group exposures**

The following table shows Barclays exposure to Eurozone countries monitored internally as being higher risk and thus being the subject of particular management focus. Detailed analysis on these countries is on pages 146-152. Exposures on loans and advances to geographic regions including Europe as a whole are set out on pages 125-126. The net exposure provides the most appropriate measure of the credit risk to which the Group is exposed. The gross exposure is also presented below, alongside off-balance sheet contingent liabilities and commitments. Gross exposure reflects total exposures before the effects of economic hedging by way of trading portfolio liabilities, derivative liabilities, and cash collateral, but after taking into account impairment allowances and IFRS netting.

Net exposure by country and counterparty (audited)

	Sovereign £m	Financial institutions £m	Corporate £m	Residential mortgages £m	Other retail lending £m	Total net on-balance sheet exposure £m	Contingent liabilities and commitments £m	Total net exposure £m
As at 31 December 2012								
Spain	1,690	1,488	4,135	13,305	2,428	23,046	3,301	26,347
Italy	2,669	528	1,962	15,591	1,936	22,686	3,082	25,768
Portugal	637	48	1,958	3,474	1,783	7,900	2,588	10,488
Ireland	11	3,768	1,127	112	83	5,101	1,644	6,745
Cyprus	8		106	44	26	184	131	315
Greece	1		61	8	9	79	5	84

As at 31 December 2011

Spain	2,530	987	5,345	14,654	3,031	26,547	3,842	30,389
Italy	3,493	669	2,918	15,934	2,335	25,349	3,140	28,489
Portugal	810	51	3,295	3,651	2,053	9,860	2,536	12,396
Ireland	244	4,311	977	94	86	5,712	1,582	7,294
Cyprus	15		128	51	2	196	127	323
Greece	14	2	67	5	18	106	26	132

During 2012 the Group's sovereign exposure to Spain, Italy, Portugal, Ireland, Cyprus and Greece reduced by 29% to £5.0bn. Spanish sovereign exposure reduced 33% to £1.7bn due to the disposal of available for sale government bonds, held for the purpose of interest rate hedging and liquidity, which have been replaced by interest rate swaps with alternative counterparties. Italian sovereign exposure decreased 24% to £2.7bn principally due to a reduction in government bonds held as available for sale.

Residential mortgage exposure reduced by 5% to £32.5bn, reflecting lower new originations across Spain, Italy and Portugal in line with Group strategy to reduce redenomination risk. Other retail lending reduced by 17% to £6.3bn driven primarily by reduced lending to business banking customers in Spain and Portugal as a result of the challenging economic conditions. Corporate exposure reduced 27% to £9.3bn, largely reflecting reduced lending in Spain, Italy and Portugal as part of the active management to reduce the aggregate net funding mismatch in local balance sheets. Exposures to financial institutions fell marginally by 3% to £5.8bn, with reduced exposure in Ireland of £0.5bn and in Italy of £0.1bn offsetting an increase in Spain of £0.5bn.

Gross exposure by country and counterparty (audited)

	Sovereign £m	Financial institutions £m	Corporate £m	Residential mortgages £m	Other retail lending £m	Total gross on-balance sheet £m	Contingent liabilities and £m	Total gross exposure £m
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					£m	exposure £m	commitments £m	
As at 31 December 2012								
Spain	2,523	9,253	4,447	13,305	2,428	31,956	3,301	35,257
Italy	5,428	7,687	2,348	15,591	1,936	32,990	3,082	36,072
Portugal	1,035	347	2,130	3,474	1,783	8,769	2,588	11,357
Ireland	46	8,613	1,397	112	83	10,251	1,644	11,895
Cyprus	8	102	120	44	26	300	131	431
Greece	3	1,181	61	8	9	1,262	5	1,267
As at 31 December 2011								
Spain	3,278	8,593	5,751	14,654	3,031	35,307	3,842	39,149
Italy	5,530	6,921	3,469	15,934	2,335	34,189	3,140	37,329
Portugal	1,102	400	3,541	3,651	2,053	10,747	2,536	13,283
Ireland	348	10,105	1,665	94	86	12,298	1,582	13,880
Cyprus	15	120	128	51	2	316	127	443
Greece	14	1,111	67	5	18	1,215	26	1,241

Table of Contents

Barclays has exposures to other Eurozone countries as set out below. Total net on-balance sheet exposures to individual countries that are less than £1bn are reported in aggregate under 'Other'.

Net exposure by country and counterparty (audited)

							Total net on-balance sheet exposure	Contingent liabilities and commitments	Total net exposure
	Sovereign £m	Financial institutions £m	Corporate £m	Residential mortgages £m	Other retail lending £m	£m	£m	£m	£m
As at 31 December 2012									
France	3,746	5,345	3,905	2,607	121	15,724	7,712	23,436	
Germany	277	4,454	4,945	27	1,734	11,437	6,604	18,041	
Netherlands	3,503	4,437	2,002	16	92	10,050	2,205	12,255	
Luxembourg	13	1,481	704	151	49	2,398	812	3,210	
Belgium	2,548	284	239	9	6	3,086	1,525	4,611	
Austria	1,047	228	187	5		1,467	127	1,594	
Finland	1,044	209	140	3		1,396	461	1,857	
Other	210	9	24	26	41	310	25	335	
As at 31 December 2011									
France	4,189	4,969	4,232	2,796	260	16,446	8,121	24,567	
Germany	3,444	2,570	2,963	14	1,551	10,542	6,623	17,165	
Netherlands	244	4,596	1,807	14	4	6,665	1,899	8,564	
Luxembourg ^a		1,842	809	103	85	2,839	765	3,604	
Belgium	2,033	42	282	10		2,367	881	3,248	
Austria	134	360	237	5	2	738	119	857	
Finland	298	47	43	3		391	447	838	
Other	202	3	35	32	43	315	49	364	

During 2012 the Group's net on-balance sheet exposures to other Eurozone countries increased by 14% to £45.9bn. Sovereign exposure increased 17% to £12.4bn principally due to an increase in government bonds held as available for sale in the Netherlands, Austria and Finland of £4.4bn, partially offset by a reduction in traded exposures to Germany of £3.0bn. Exposures to financial institutions and corporates increased 14% and 17%, to £16.4bn and £12.1bn respectively, reflecting increases in securities issued by German counterparties.

Gross exposure by country and counterparty (audited)

							Total gross on-balance sheet exposure	Contingent liabilities and commitments	Total gross exposure
	Sovereign £m	Financial institutions £m	Corporate £m	Residential mortgages £m	Other retail lending £m	£m	£m	£m	£m
As at 31 December 2012									
France	6,310	44,631	5,301	2,607	121	58,970	7,712	66,682	
Germany	7,413	45,686	7,156	27	1,734	62,016	6,604	68,620	
Netherlands	5,365	20,217	2,856	16	92	28,546	2,205	30,751	
Luxembourg	13	5,092	1,061	151	49	6,366	812	7,178	
Belgium	3,764	6,214	560	9	6	10,553	1,525	12,078	
Austria	1,332	2,320	273	5		3,930	127	4,057	
Finland	1,624	7,228	265	3		9,120	461	9,581	
Other	525	28	29	26	41	649	25	674	

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As at 31 December 2011

France	6,636	44,879	5,771	2,796	260	60,342	8,121	68,463
Germany	9,105	45,639	5,708	14	1,551	62,017	6,623	68,640
Netherlands	2,116	14,399	7,273	14	4	23,806	1,899	25,705
Luxembourg	1,034	4,221	1,056	103	85	6,499	765	7,264
Belgium	2,889	9,760	653	10		13,312	881	14,193
Austria	454	2,922	289	5	2	3,672	119	3,791
Finland	1,023	11,821	127	3		12,974	447	13,421
Other	489	35	35	32	43	634	49	683
Note								

a Exposure to financial institutions has been restated to exclude exposures to supranational entities.

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Barclays PLC Annual Report 2012 I 145

Table of Contents

Risk review

Credit risk continued

Spain (audited)

Fair value through profit or loss

	Trading portfolio			Derivatives				Designated at FV Assets	Total	
	Assets	Liabilities	Net	Assets	Liabilities	Cash collateral	Net		2012	2011
As at 31 December	£m	£m	£m	£m	£m	£m	£m	£m	£m	
Sovereign	905	(806)	99	27	(27)			99		
Financial institutions	577	(117)	460	7,648	(7,560)	(88)		291	221	
Corporate	272	(106)	166	489	(206)		283	365	629	

Fair value through OCI

	Available for sale assets ^a		2012 Total	2011 Total
	Cost	AFS reserve		
As at 31 December	£m	£m	£m	£m
Sovereign	1,588	(26)	1,562	2,468
Financial institutions	491	(11)	480	490
Corporate	10		10	2

Held at amortised cost

	Loans and advances			2011 Total
	Gross	Impairment allowances	2012 Total	
As at 31 December	£m	£m	£m	£m
Sovereign	29		29	62
Financial institutions	271	(14)	257	276
Residential mortgages	13,424	(119)	13,305	14,654
Corporate	4,371	(1,060)	3,311	4,714
Other retail lending	2,564	(136)	2,428	3,031

Off-balance sheet

	Contingent liabilities and commitments	
	2012	2011
As at 31 December	£m	£m
Sovereign		188
Financial institutions	88	22
Residential mortgages	12	