



Barclays Backing the UK

April 2018



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About this report

For over 327 years Barclays has existed in the UK to help people move forward. Every day we help people, families, entrepreneurs, small business owners, company CEOs, home owners, savers and more. We work up and down the country with employees in every community helping our local and national economies to grow. This report is designed to tell the story of the contribution Barclays makes to the UK economy and to society.

To do this, we have collated information and data across all of Barclays' activities in the UK in 2017. This data was then analysed by an independent economist at Development Economics Ltd in order to produce a comprehensive view of our activity and its impact.

Foreword

The UK has been a world-leading financial centre for centuries, but what exactly does that mean, day-to-day, for the people and communities of this nation?

As we prepare for a post-Brexit world, this is an important question to answer. Barclays has been part of the fabric of the UK for over 327 years, and our success as a business has always been inextricably linked to the progress of the people and the businesses that we serve here.

With over 24 million customers and clients today, this is arguably truer now than it has ever been. As we go through this period of uncertainty, one thing is clear: Barclays is in the United Kingdom to stay, and here to help, just as we have always been.

At Barclays we believe finance is the oxygen of economies and society. In these pages, you'll see how that oxygen helps businesses to grow, public bodies to function, and people and communities to succeed.

Whether it's the £663m we lent to social housing providers, which supported the delivery of 6,500 new homes; the £9.6bn we helped the UK government raise to run our country's public services and infrastructure; or the 48,700 people we directly employ in high quality jobs in branches, technology centres or on trading floors – the impact is not always immediately obvious, but it is significant. Bringing it together in one place – as we have in this report – articulating our all-round impact on the UK, also helps us to inform our future business decisions.

Every time we help someone secure the keys to their first home; boost someone's earning power through an apprenticeship; help a farmer to safeguard their future by diversifying their business; or facilitate a business or university to invest in research, education or technology – our economy does better and our society becomes stronger.

At Barclays, we have readily embraced the reforms designed to improve the safety and integrity of the UK's financial system. We are proud to have

launched the first UK ring-fenced bank – the largest launch of a new bank in UK financial services history, achieved whilst minimising impact on our customers and clients.

Today, Barclays is a diversified, transatlantic consumer and wholesale bank, anchored in the two primary financial centres of the world, London and New York. The breadth, scale and diversification that this gives us enables us to have a positive impact on our customers, clients, and the communities that we live and work in.

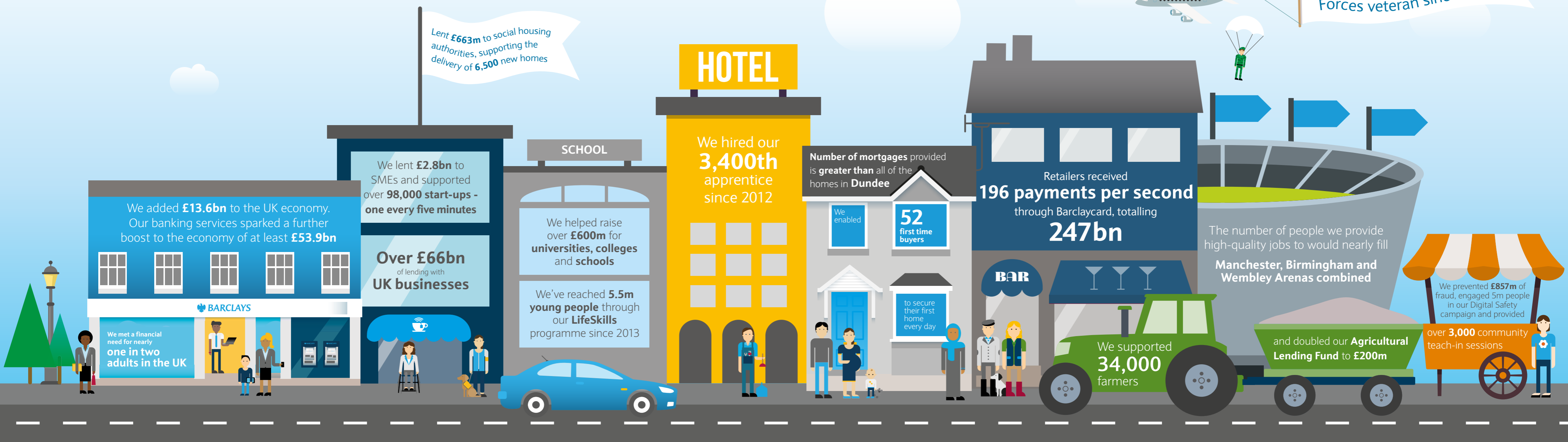
I believe the figures and examples highlighted in this report give a clear sense of the contribution we are making today, helping our stakeholders navigate these uncertain times.

Our commitment to backing the UK means we will always strive to do even more for this country. The United Kingdom is our birthplace, our home and we are keen to play our part in its future success.



Jes Staley
Group Chief Executive

Barclays Backing the UK in 2017



Barclays in the UK

We are a **positive force**

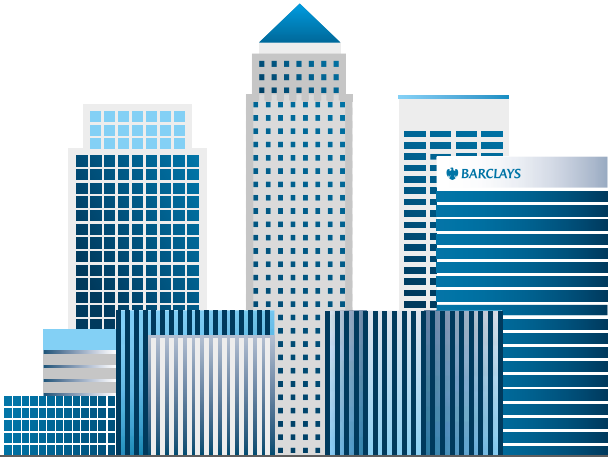
for the UK as a leading employer and provider of financial services.

We directly employ **48,700**

people in high quality jobs across the UK, from our branches to our technology centres and our trading floors.

The number of people we employ in the UK could nearly fill **Manchester, Birmingham and Wembley Arenas combined.**

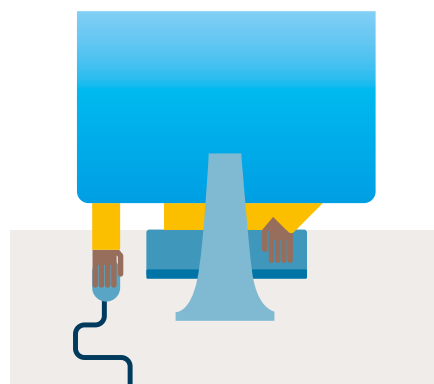
Last year our **3,400th** apprentice joined the Bank, and we will recruit up to **1,000 more in 2018.** The majority of our apprentices have no qualifications or experience when they join us, and their apprenticeship will help them earn on average more than an additional £100,000 over their lifetimes.



We've pioneered Degree and Masters-level apprenticeships. We have also helped into apprenticeships, both hard-to-reach young people who may have fallen out of work, and people with disabilities.



Since its inception in 2010, Barclays' Armed Forces Transition, Employment and Resettlement (AFTER) programme has supported **over 6,000 servicemen and women** with their transition into civilian employment. Additionally, through AFTER, over 500 veterans have been employed into full-time roles at Barclays.



Our contribution goes much wider than our own employees. Our LifeSkills programme inspires young people to get the skills they need for a brighter future. **5.5m** young people have now benefited and **84%** of all secondary schools are registered for the programme.



Barclays' total contribution to the UK economy is **£13.6bn** through the salaries paid to Barclays employees, payments to our suppliers, and the collective value of their spending power in the real economy.

We also meet a financial need of nearly one in two adults in the UK. Taken together this accounts for a **£53.8bn** contribution to UK national prosperity.



Oriana Derylo
Barclays LifeSkills recipient
based in Dundee

Oriana Derylo’s dream job is to be a character artist at Disney. She first heard about Barclays LifeSkills through her teacher, Miss McFarlane at St Pauls’ Academy, Dundee, and soon took part in a LifeSkills workshop, which aims to provide the life skills, soft skills and employability skills that prepare people for work. After completing the ‘Wheel of Strengths’ at the workshop, Oriana was surprised to learn that the job recommended to her by that tool was ‘graphic designer’, which perfectly matched her skills to her career aspirations. She now wants to go on and show people her talent, as a graphic designer.

5.5m young people have participated in Barclays’ LifeSkills programme since 2013.



Winnie Bullock
Barclays Apprentice based in
Knutsford, Cheshire

Winnie Bullock is a farmer, a cryptography consultant and a university student. Winnie applied for the Barclays Apprenticeship scheme after her GCSEs as a way of earning and learning at the same time. By the time Winnie is 21, she will have five years’ experience in cryptography and will have finished her degree. In the future she wants to take over the farm from her Dad and hopefully bring her knowledge of technology and cyber security to make a positive difference in farming.

In 2017 Barclays hired its 3,400th apprentice.



Sara Mitchell
AFTER programme recipient
based in Leicestershire
and London

Sara Mitchell really enjoyed her career in the Army, reaching the rank of Captain. However, when she decided to start a family, she wanted a more flexible working pattern and the opportunity to settle in a permanent home. So she applied to the Barclays Armed Forces Transition, Employment and Resettlement (AFTER) programme in 2017:

“As a veteran you have loads of skills and experience that you gain whilst serving, for example in leadership and management, which are relevant for a wide range of roles and industries. However the biggest obstacle I came across was finding an organisation that was willing to take a risk on someone with no experience in their industry, which is why the AFTER programme was a fantastic opportunity for me”.

In 2017 Barclays hired its 500th Armed Forces veteran since 2013.



Connect with Work

Barclays’ Connect with Work programme is aimed at individuals aged 16 and over with the aptitude and attitude to enter the workforce, but who face barriers such as lack of qualifications, experience or confidence. In conjunction with a selection of experienced charity partners, the programme trains participants to be interview ready, supports them into jobs or apprenticeships and provides ongoing help in their new roles. In addition, the programme supports businesses, including Small and Medium-sized Enterprises (SMEs) and larger corporates, to create entry-level jobs for these individuals – addressing both sides of the employment gap.

To date, Connect with Work has successfully found jobs for more than 850 young people in the UK – the majority of whom may not otherwise have been able to find employment.



Unreasonable Impact

Through Unreasonable Impact, Barclays is helping Riversimple – a Welsh sustainable, hydrogen fuel cell car company – scale up their technology to eliminate the environmental impact of personal transport.

Unreasonable Impact is an innovative multi-year partnership between Barclays and the Unreasonable Group to launch the world's first international network of accelerators focused on scaling up entrepreneurial solutions that will help employ thousands worldwide, while building sustainable industries.

“At Barclays we help businesses scale and grow. Through Unreasonable Impact we’re harnessing this knowledge to help groundbreaking ventures with the potential to address some of society’s most pressing challenges,” explains Alisdair Gayne, Head of UK Investment Banking and Co Head of Corporate Banking, Barclays, “while generating thousands of real, sustainable jobs.”

We are proud to have supported 21 rising star innovators across the UK through Unreasonable Impact.

Businesses and Barclays

Businesses are the lifeblood of the UK economy. Our job as a bank is to help businesses grow and in turn to boost our national prosperity.

In 2017 we lent £2.8bn to UK small and medium-sized enterprises (SMEs), and supported over 98,000 startups – that’s one every five minutes.

We support businesses through good and bad times. Our ethos is relationship-based and digitally-driven.

This is why we are investing in our network of local relationship managers expertly trained in local markets and industry sectors.

We have a dedicated High Growth and Entrepreneurs team, and are the only UK high street bank to offer a venture debt proposition.

Overall, we support nearly one million SMEs in the UK.

We are a leading bank for agriculture, supporting 34,000 farmers to plan and

diversify for the future. We’ve supported farmers for over 270 years; we understand the challenges they face and that is why in 2017 we doubled our Agricultural Lending Fund to £200m.

We are the first bank to launch a dedicated £370m Midlands Growth Fund with generous terms for manufacturers, and we are a leading partner of the Northern Powerhouse.

We are the only bank to offer near-instant borrowing for SMEs, which means over 300,000 businesses have pre-assessed lending limits visible on their mobile app, ready for them to apply for – and receive – funds the same day.

New data services like our free SmartBusiness Dashboard help businesses to aggregate all their management data and financial information in one place, saving them time and effort.



Eagle Labs

We’ve created 15 Eagle Labs across the UK, from Brighton to Belfast, as community resources available for inventors, innovators and mentors. From accelerating UK business to enabling collaborative innovation and digital empowerment for all, our Eagle Labs are a space to create, innovate and grow.



David Metcalfe Metcalf Farms – a Barclays Business Banking client based in Leyburn, North Yorkshire

David Metcalfe has been passionate about farming since he was a child. Metcalfe Farms was established by David’s grandfather in 1940 with 18 cows and 120 acres. Today, it is a thriving family partnership with 1,300 cows and 3,200 acres plus a heavy haulage and repair business. When the milk price dropped three years ago, Metcalfe Farms suffered. But Barclays continued to support them and they’re now a successful business in one of the most important industries in the world.

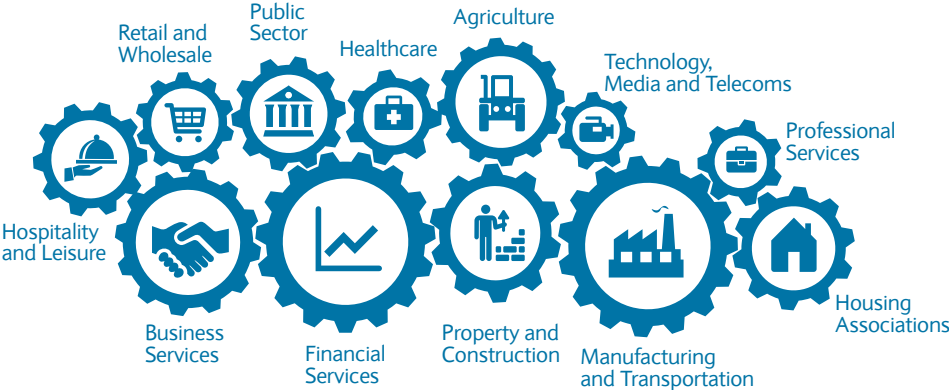
In 2017 Barclays supported 34,000 UK farmers and doubled our Agricultural Lending Fund to £200m.

Corporate Banking and Barclays

Barclays Corporate Banking supports businesses with an annual turnover of over £6.5 million and was the first bank to recognise the need for industry sector specialists to give businesses targeted and long-term support as they grow and prosper. Over 50 industries now benefit from the experience and expertise of our dedicated relationship teams with Figure 1 highlighting just some of the UK business areas to which our relationship service provides comprehensive banking, financing, trade and payment services, together with industry expertise and a history of innovation. Be it a partnership, medium or large business, multinational corporation or a financial institution, Barclays works to support businesses to realise their ambitions.

We are one of the largest long-term lenders to the public sector in the UK, supporting colleges, universities and social housing projects. Barclays is also a stable banking partner for many of the nation's retailers, manufacturers, tech companies and hospitality and leisure businesses, to name just a few. We process about three billion payments a year to help keep the wheels of the UK payments system rolling and we support 9,000 UK exporters each quarter. Our integrated Corporate and Investment Bank supports a growing number of FTSE 250 firms and we are a leader in bringing private companies to the public equity markets. Through our support for the Northern Powerhouse and the launch of our own Midlands Growth Fund, for example, we are actively finding new ways to support jobs and growth across the UK.

Figure 1



Aron Gelbard
Co-founder, Bloom & Wild –
a Barclays Corporate Banking
client based in London

“It should be a real joy to send and receive flowers. We send flowers a few times a year at emotionally important times”, says Aron Gelbard co-founder of Bloom & Wild, a florist with a difference. Aron comes from a family of entrepreneurs. His grandfather started a chocolate company and subjects of entrepreneurship and pleasing people was something the family discussed a lot when he was growing up. Bloom & Wild has grown quickly, from Aron and his co-founder renting space by the hour in New Covent Garden Flower Market, to now employing more than 50 people. Their goal is to introduce the Bloom & Wild experience internationally.

In 2017 Barclays Group had over £66bn of lending with UK businesses.



Adnams Brewery
Corporate Banking client
based in Southwold, Suffolk

Established in 1872, Adnams is probably best-known as a brewer of beer in the coastal town of Southwold from Suffolk.

Whilst brewing remains at the heart of Adnams, it also makes a range of award-winning spirits at their Copper House Distillery.

Adnams also own and manage a number of hotels, pubs and inns, and run a number of retail stores across East Anglia.

The business has transformed its brewing and manufacturing process, including the new distillery, and now it's undertaking its digital transformation journey.

Barclays have a strong and ongoing partnership with Adnams supporting the investments that they have made and the expansion in their export business.

Investment Banking and Barclays

Barclays Investment Bank provides companies, financial institutions and government clients with essential services to meet their diverse needs. This includes raising funding from investors in the capital markets, advising on potential growth ideas through mergers and acquisition opportunities, to managing any risks related to market uncertainty.

Barclays is a leader in the debt capital markets for UK clients, and is also ranked among the top banks with clients around the world. In 2017, we led over 50 debt transactions for UK companies, helping them to raise over £50 billion. Barclays was also ranked as the leading European bank for bringing company stocks to the UK public stock market via the equity capital markets.

At the same time as supporting companies, we work in close partnership with our institutional clients (e.g. the largest UK asset managers, insurers and pension funds) helping them invest in these kinds of transactions, which offer the yield needed to deliver a return for pension fund holders, whilst matching their assets with liabilities.

Case studies

UK Government

Barclays worked with the UK Government's Debt Management office on two of their Gilt syndications – sale of government bonds on the financial markets – helping to raise £9.6 billion of funding for the UK Government. Over the past decade, Barclays has raised £85 billion for the UK government across 19 transactions.

SSE

Barclays has a long history of helping energy company SSE raise finance via the debt capital markets.

The firm supported SSE with two transactions in 2017, including a €600m green bond. This was the energy company's debut green bond, and the largest ever issued by a UK corporate. SSE will use the money raised to refinance its renewable energy assets. This transaction followed a hybrid bond issue led by Barclays earlier in the year.

Social Housing organisations

Barclays Corporate and Investment Bank worked in partnership to raise £663 million for UK social housing authorities in 2017, the equivalent of more than 6,500 new homes.

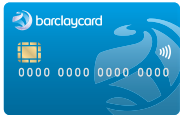
University of Southampton

Barclays supported this leading research-intensive UK university, whose origins date back to 1862, by helping them to raise £300m in the debt capital markets through a bond offering.

Alfa IPO on London Stock Exchange

Alfa is a leading developer of mission-critical software for the asset finance industry. Barclays supported Alfa's £278m initial public offering (IPO) on the London Stock Exchange.

Barclaycard in the UK



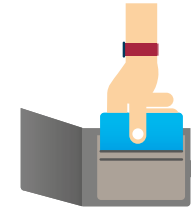
No. 1 credit card issuer in the UK with 26% market share



200,000 customers rated us 10/10 in the last five years



Over 463 million transactions in 2017 on personal Barclaycards in the UK



Over 128,000 new Initial accounts in 2017, helping provide financial access to more people

Helping UK consumers pay their way

Barclaycard Consumer UK is a leading credit card provider, offering flexible borrowing and payment solutions to around 10 million customers in the UK. We help people move forward by enabling them to borrow and pay in a way that suits them.

We support consumers by providing free credit scores, and personalised hints and tips on how to become fraud smart. Fraud-related activity is increasing and our research tells us that customers are increasingly concerned about how to protect themselves, and look to us to help provide support and information. We developed a digital interactive Fraud Fighter Tool to help customers understand where they are vulnerable and what they could do to better protect themselves, by giving them personalised fraud prevention tips.

We also launched the Barclaycard Start Today campaign, to encourage people to start something new that they always wanted to do. Whether it is signing up to those pottery lessons or buying a bike, Barclaycard is there for our customers to help them move forward.

Helping UK businesses grow and never miss a sale

Barclaycard Business Solutions (BBS) - within Cards and Payments, Barclays - enables merchants of all shapes and sizes to take payments from consumers and clients. From the local florist selling you flowers, to a contactless journey on the London Underground, and spanning industries from retail to motor to travel.

We've put 50 years of experience and expertise into developing a suite of payment solutions spanning credit cards, point of sale finance and payment acceptance, to meet the needs of our customers.

This makes us well positioned to use the knowledge base of business cardholders and merchants in order to drive value to consumers (choice) and merchants (more business), as we are one of the few payment businesses that supports both card issuing and payment acceptance. Our focus on innovation in payments technology is helping people move forward every day.

We have 350,000 corporate clients, including global household names like Apple, Amazon Business, Sky, John Lewis and Hilton and provides technology solutions to power these payments for merchants across the UK..

- More than 1 in 3 card payments in the UK are processed by BBS
- 18 million transactions worth £700 million are processed daily
- £1.9 billion financed for UK consumers through point of sale finance
- 4,000 account payments are made online every month
- 50% of all face-to-face transactions are contactless, powered by BBS

Making a positive difference for customers with our new billing settlement platform

With our new billing and settlement system, we are the first acquirer to re-platform our whole customer base and enable merchants to be future-proofed for any growth aspirations they have today, or in the future.

The new platform, known as BankWORKS, allows clients to capture all transactions at point-of-sale, whether that's online, in-store, on a mobile app or over the phone – giving them greater control.

In total, over 100,000 customers from across our small business and corporate customer base have been migrated to BankWORKS, and clients now enjoy a better-than-ever service, including new and improved statements.

Working in partnership with Tesla

In December 2017, we announced an exciting UK partnership with low-emissions car manufacturer Tesla, which saw Barclays become a preferred partner for their UK point of sale finance. The partnership is a strong example of us innovating to meet or exceed customer needs because, for the first time, our technology will be powering a fully end-to-end digital journey for Tesla customers. Via the app and the website, customers have a clear view of the finance offer, providing both an added level of comfort and controls in the process.

Tesla is a pioneer in low emission cars which supports Barclays' ambitions for green finance. We recently launched our green loan and successfully issued our first green bond, becoming the first UK bank to issue a green bond backed by UK assets.



Helping ProSwimwear online sales make waves

ProSwimwear, a UK business which offers Europe's largest range of swimwear, spotted a gap in the market for a competitive online retailer of swimwear. It was attracted to the 3D secure payments system Barclaycard provides and also liked the idea of having a Barclaycard branded payment gateway. We worked with ProSwimwear to get its business online and seamlessly switch its online payments gateway to Barclaycard, helping the business to save around £24,000 and grow by 32% in 2017.

"I founded ProSwimwear in 2007 with my wife from our bedroom, and we now have 34 employees. Within the retail sector, we are the 13th fastest growing company in Europe. Switching to Barclaycard gave us a personal contact in Josh, a payment specialist, who has really helped grow our business" explains Mike Capstick, Co-Founder, ProSwimwear.

The online swim shop is set to make more of a splash in the future and aims to become the number one competitive swimsuit retailer in Europe and across the world.

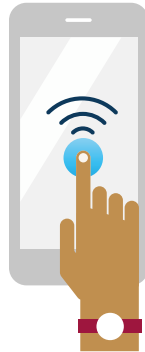
1 in 3

card payments in the UK are processed by BBS



18 million

transactions worth



£700 million

are processed daily

£1.9 billion

financed for UK consumers through point of sale finance



100,000 customers



are registered for **Barclaycard Business Online Servicing** to take control of their business accounts

350,000

relationships with



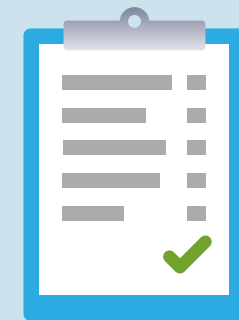
4,000 account payments

are made online every month



50% of all face to face

transactions are contactless, made possible using technology provided by BBS

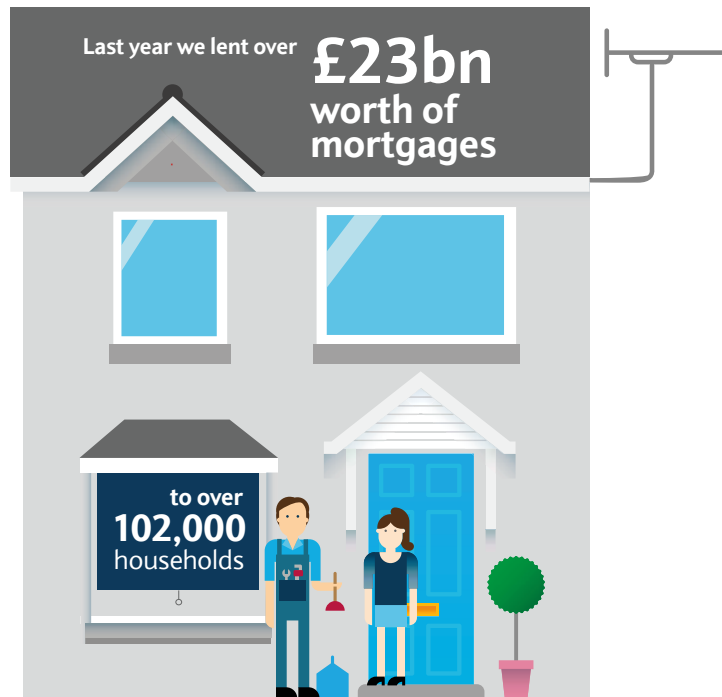


Number 1

UK Corporate Acquirer by transaction value

Barclays and you

We meet a financial need for nearly one in two adults in the UK, and we're there to support and protect them for the moments that matter.



The relationship with our customers extends far beyond the products and services we offer. From helping them to stay in control of their money, to helping them stay secure, we want to go the extra mile to help our customers move forward.

Helping customers stay in control of their money

Over the past year we've given customers greater control over when, where and how their debit card works. Through the Barclays Mobile Banking app, customers can now set their own daily ATM withdrawal limits, temporarily freeze their card, and toggle 'off' and 'on' the ability to make remote purchases.

Last year we also became the first UK high street bank to launch payments using Apple's virtual assistant, Siri, enabling customers to make payments using their voice. This technology makes secure banking easier, faster and simpler for all customers, including those with additional accessibility needs.

Leaving no-one behind

There are currently over 13 million people living in the UK with a limiting long-term illness, impairment or disability. We're continually working to make Barclays the most accessible and inclusive organisation in the FTSE 100.

Last year we became the first bank to launch a fully accessible talking card reader to help older and disabled customers access services more easily and further protect them from fraud.

We also made an enhancement to the existing range of high-visibility debit cards, first launched in 2013. In addition to the high contrast and brightly coloured designs and tactile notch for easy orientation, the three-digit security number on the reverse of the card has been made bigger after customers told Barclays they were struggling to see it.

Our Online Banking website has received accessibility accreditation for the first time ever against the AbilityNet Accessibility kite mark. This badge of honour gives us greater assurance that our digital channels are accessible and usable by disabled and older people.



Helping veterans into employment

Our Armed Forces Transition, Employment and Resettlement (AFTER) programme helps address the issues faced by former as well as current service personnel in their transition into civilian employment. We do this by providing work placements, direct employment opportunities, CV and interview coaching, and money management sessions.

Since the programme started in 2010...

over
6,000
veterans have been supported, including over

500
who now work at Barclays.



Helping customers stay secure

We're constantly working to keep our customers safe, and in the last year we've prevented over £857m of potential fraud and scams – more than £35 per customer.

We also recognise our responsibility to help our customers protect themselves. That is why we've committed more than £18m over the past two years to raising awareness through our national Digital Safety campaign, running a series of adverts about the most common types of scams.

We were also the first UK high street bank to introduce a fraud intervention service within online banking, helping customers who realise they have been scammed to get immediate support. They can now click a 'cancel' button in online banking which will stop the payment being made, with the option to speak to someone at Barclays if required.

Alongside this, our network of Barclays Digital Eagles offer free 'tea and teach' sessions to the public, providing tips and guidance on staying safe online. Last year we hosted over 3,000 of these events across the UK.

Barclays was the first major UK bank to launch an Impact Investing Fund, offering mainstream investors the opportunity to generate long-term capital growth whilst making a positive contribution to society.



Barry Fox
Barclays customer based in Saffron Walden, Essex

Barry Fox never thought he would be able to own a Rolls Royce. But when the opportunity arose and the cash was available, he found one on the internet and went along to his local Barclays branch to get a large sum of cash out to pay to the seller – who had insisted it must be in cash. Barry's request for a large cash withdrawal was brought to the attention of Gail Stalley, Operations Manager in the Saffron Walden branch. Gail had some concerns, talked them through with Barry and then called the police. The police did some investigating and discovered that the dealer was not where they said they were, so Barry decided the safest option was not to go.

He was advised to only buy from a dealer that he knew was a dealer and a few months later was able to secure the purchase of a different Rolls Royce and fulfil one of his life-long ambitions.

In 2017, Barclays prevented £857m of fraud.



Karyn Brown
Barclays Family Springboard Mortgage customer based in Glasgow

Karyn Brown had always wanted to be a homeowner and have the freedom to do what she wanted, but the required 10% deposit was more than she could afford. One day, a colleague of Karyn's suggested Barclays' Family Springboard Mortgage, which requires a minimum 5% deposit from the customer and a 10% deposit from a family member. Karyn's father wanted to help, and knew she was ready to move out. So providing Karyn keeps up her payments, her father will get his money back plus interest. Now, Karen lives across the road from her parents in Glasgow and is delighted with her new home.

Every day in 2017, Barclays enabled 52 first time buyers to secure their first home.

The future

Our energy never stops. Our commitment to helping the UK means we will continuously and tirelessly strive to do even more for the people of this country. We want to play our part in tackling the challenges society faces today, and to be a powerful driving force for a more prosperous UK future.

In 2018 Barclays UK will make new commitments to invest in the future skills and life-long learning that people need, and to support vibrant local economies across the UK.

Methodology

This report was created using data gathered from across Barclays and covers the Bank's activities in 2017.

The data was analysed by an independent economist at Development Economics Ltd in order to highlight and quantify the direct and wider economic contribution made to the UK economy.

The £13.6bn contribution that Barclays provides to the UK economy is determined as:

- **Direct Gross Value Add:** The economic output generated by Barclays profits, payment of staff salaries, and property rental costs
- **Indirect Gross Value Add:** The value generated by UK based businesses in our supply chain through the provision of good and services to Barclays
- **Induced Gross Value Add:** The multiplier effect of the spending power that Barclays and supply chain employees make to the real UK economy

The £53.9bn facilitated Gross Value Add is the additional value to the economy facilitated by the provision of Barclays financial services, including:

- the facilitation of credit and debit card payments to personal banking customers
- the provision of personal loans made to personal banking customers
- the provision of lending to business and corporate customers
- the value created by investment banking activity, such as raising funds for institutional clients

This figure is articulated as Gross Value Added, or the total additional wealth added to the UK economy.

All estimates of overall economic value have been independently produced and are the responsibility of Development Economics Ltd.

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