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INDEPENDENT LIMITED ASSURANCE REPORT ON SELECTED KEY PERFORMANCE INDICATORS, TO THE DIRECTORS OF BARCLAYS AFRICA GROUP LIMITED

Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the selected key performance indicators (Selected Indicators) and related disclosures as presented in the Barclays Africa Group Limited Integrated Report (Integrated Report) and in the Global Reporting Initiative Report (GRI Report), as applicable, for the year ended 31 December 2017 are not prepared, in all material respects, in accordance with managements' internally defined measurement and reporting criteria for those Selected Indicators.

Ernst & Young Inc. (EY) and PricewaterhouseCoopers Inc. (PwC) have undertaken a limited assurance engagement for the Selected Indicators described below and presented in the Barclays Africa Group Limited (Barclays Africa) Integrated Report and GRI Report, as applicable, for the year ended 31 December 2017. This engagement was conducted by a multidisciplinary team including social, environmental and assurance specialists with extensive experience in sustainability reporting.

Subject matter

Our limited assurance engagement was performed in respect of the Selected Indicators as set out in the table below and presented with a 'LA' on the relevant pages of the Integrated Report and the GRI Report. The Selected Indicators are presented in accordance with management's internally defined measurement and reporting criteria, which are available in the Appendix to this report.

	Selected Indicators	Coverage
Customer and client	Net Promoter Score® (%)	Barclays Africa
Colleague	Total headcount broken down by permanent versus temporary and by gender	Barclays Africa
	Women in senior management (%)	Barclays Africa
	Permanent employee turnover rate (%)	Barclays Africa
	Retention of high performing employees (%)	Barclays Africa
Citizenship	Shared growth disbursements on education and skills development (ZAR)	Barclays Africa
	Number of Equator Principle transactions	Barclays Africa
	Total energy use (gWh)	Barclays Africa
	Carbon emissions scope 1, 2, 3 and total (tonnes CO ₂ e)	Barclays Africa
Conduct	Employees completing a code of conduct attestation (%)	Barclays Africa
	Employees completing Conduct Risk College Foundation training (%)	Barclays Africa
	Employees completing Fighting Financial Crime training (%)	Barclays Africa
	Treating customers fairly outcome score (%)	Barclays Africa

The scope of our work was limited to the Selected Indicators stated above, and related disclosures, as reported in the Integrated Report and the GRI Report, and did not include coverage of data sets or information relating to areas other than the Selected Indicators, information reported outside of the Integrated Report and the GRI Report, prior year data, comparisons against historical data, or management's forward-looking statements.

Directors' responsibilities

You are responsible for the selection, preparation and presentation of the Selected Indicators and related disclosures in the Integrated Report and the GRI Report in accordance with management's internally developed measurement and reporting criteria. You are also responsible for determining the appropriateness of those measurement and reporting criteria in view of the intended users of the Selected Indicators disclosed in the Integrated Report and the GRI Report (i.e. Barclays Africa stakeholders) and for disclosing those criteria for the intended users (i.e. disclosed on the Barclays Africa website at a location proximate to the Integrated Report and the GRI Report).

Furthermore, you are responsible for identifying Barclays Africa's stakeholders and stakeholder requirements, material issues, commitments and performance information as relates to the Selected Indicators; and for the design, implementation and maintenance of internal control relevant to preparation and presentation of the Selected Indicators in the Integrated Report and the GRI Report free from material misstatement, whether due to fraud or error.

Inherent limitations

There are additional inherent risks associated with assurance engagements performed for non-financial information given the characteristics of the subject matter and associated with the compilation of source data using definitions and methods for determining, calculating, and estimating such information that are developed internally by management. The absence of a significant body of established practice on which to draw, allows for the selection of different but acceptable measurement techniques which can result in materially different measurements and can impact comparability. The precision of different measurement techniques may also vary. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgments. In particular, where the information relies on factors derived by independent third parties, our assurance work has not included examination of the derivation of those factors and other third party information.

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

Our independence and quality control

We have complied with the Code of Professional Conduct for Registered Auditors issued by the Independent Regulatory Board for Auditors as well as the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

In accordance with International Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and other Assurance and Related Service Engagements*, we maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our responsibility

Our responsibility is to perform our limited assurance engagement to express our conclusion on whether anything has come to our attention that causes us to believe that the Selected Indicators as presented in the Integrated Report and the GRI Report are not prepared, in all material respects, in accordance with management's internally developed measurement and reporting criteria for those Selected KPIs.

We have performed our limited assurance engagement in accordance with the terms of reference for this engagement agreed with Barclays Africa, including performing the engagement in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised), *Assurance*

Engagements other than Audits or Reviews of Historical Financial Information and ISAE 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board. These Standards require that we plan and perform our engagement to obtain limited assurance about whether the Selected Indicators and related disclosures as presented in the Integrated Report and the GRI Report, are free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised) and ISAE3410 involves assessing the suitability in the circumstances of managements' internally developed measurement and reporting criteria as the basis of preparation for reporting the Selected Indicators, assessing the risks of material misstatement of those Selected Indicators and related disclosures, whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Selected Indicators and related disclosures in the Integrated Report and the GRI Report.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the below procedures reasonably necessary for the purpose of performing this assurance engagement, we:

- Reviewed Barclays Africa's activities, processes and documents at group-level that support the assertions and claims made in the Reports;
- Interviewed Barclays Africa management and senior executives to obtain an understanding of the following matters:
 - The process applied to determine materiality in respect of decisions about what information is included in Barclay's Africa's internal and external reporting, including for the Integrated Report and the GRI Report;
 - The basis of preparation used for the Selected Indicators (including reporting criteria and reporting definitions applied);
 - Governance and accountability arrangements applied for preparation and reporting of the Selected Indicators and related disclosures;
 - Objectives and priorities for embedding and managing Barclay's Africa's material issues and performance information/metrics as relevant to the Selected Indicators, and Barclay's Africa's progress made against achieving those objectives and priorities;
 - The processes for reporting progress and providing internal assurance to the board and to management on the Selected Indicators and related disclosures; and
 - The control environment and information systems as relevant to preparing and presenting the Selected Indicators in the Integrated Report and the GRI Report (but not for purposes of evaluating the design of particular control activities, obtaining evidence about their implementation or testing their operating effectiveness);
- Inspected documentation to corroborate the statements of Barclays Africa management and senior executives in our interviews;
- Performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- Inspected supporting documentation on a sample basis;
- Evaluated the reasonableness and appropriateness of significant estimates and judgements made by the directors in the preparation of the Selected Indicators;
- Evaluated whether the Selected Indicators presented in the Integrated Report and the GRI Report are consistent with our overall knowledge and experience of Barclays Africa's balanced scorecard management and performance; and
- Prepared our assurance statement provided for the Selected KPIs and related disclosures in line with the reporting requirements of ISAE 3000 (Revised) and ISAE3410.

The procedures performed in a limited assurance engagement vary in nature from, and are less in extent than for a reasonable assurance engagement. As a result the level of assurance obtained in our limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Selected Indicators presented in the Integrated Report and the GRI Report have been prepared, in all material respects, in accordance with management's internally developed measurement and reporting criteria for those Selected Indicators.

Other matters

Information relating to prior reporting periods has not been subject to assurance procedures. Our report does not extend to any disclosures or assertions relating to future performance plans and/or strategies disclosed in the Integrated Report and the GRI Report.

The maintenance and integrity of Barclays Africa website is the responsibility of Barclays Africa management. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the Selected Indicators in the Integrated Report and the GRI Report or our independent assurance report that may have occurred since the initial date of presentation on the Barclays Africa website.

Restriction of use and liability

Our work has been undertaken to enable us to express a limited assurance conclusion to the directors of Barclays Africa in relation to the Selected Indicators and related disclosures as presented in the Integrated Report and the GRI Report, in accordance with the terms of our engagement and for no other purpose. Our report is intended solely for the directors of Barclays Africa and must not be used by any other parties.

To the fullest extent permitted by the law, we do not accept or assume liability to any party other than the directors of Barclays Africa, for our work, for this report, or for the conclusion we have reached.

We have given our consent under our release letter dated 29 March 2018 for Barclays Africa to publish this assurance report on the Barclays Africa website at a location proximate to the Integrated Report and the GRI Report, on the basis that Barclays Africa has agreed to accept responsibility for clearly communicating in writing that access to our report is provided is for information only and that we accept no duty of care whatsoever to any party other than Barclays Africa that has access to our report in respect of any other parties' use of our report.

Ernst & Young Inc.

Ernst & Young Inc
Director – Charles Mazhindu
Registered Auditor
Chartered Accountant (SA)

102 Rivonia Road
Sandton
2196

29 March 2018

PricewaterhouseCoopers Inc.

PricewaterhouseCoopers Inc
Director – Jayne Mammatt
Registered Auditor
Chartered Accountant (SA)

4 Lisbon Lane
Waterfall City, Jukskei View
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29 March 2018

Appendix: Barclays Africa Group Limited: Management's internally defined measurement and reporting criteria for selected indicators presented in the Integrated Report and the GRI Report of Barclays Africa Group Limited for the year ended 31 December 2017

Indicator	Scope	Definition
Net Promoter Score ®	Barclays Africa	Net Promoter Score® is a brand relationship score, defined as the percentage difference between the percentage of promoters and detractors based on the likelihood to recommend the Group to friends and family. The quarter 4 score is the reported figure as this reflects market sentiment at 31 December 2017. Net Promoter, Net Promoter Score and NPS are trademarks of Satmetrix Systems, Inc., Bain & Company Inc. and Fred Reichheld.
Total headcount broken down by permanent versus temporary and by gender	Barclays Africa	Number of employees includes permanent and temporary employees legally employed and paid by Barclays Africa at 31 December 2017, including regular contracts, interns, graduates, specialists and brokers. It covers operational and non-operational full-time, part-time, two-thirds and commission-paid employees. It also includes the contingency workforce, which is all agency, contractors and self-employed employees paid via a third party for services rendered. It excludes brokers remunerated on a commission-only basis and non-operational inbound /outbound employees.
Women in senior management (%)	Barclays Africa	Number of female employees in managing principal /principal roles for South Africa, and director and managing director roles for Rest of Africa, expressed as a percentage of the total number employees in managing principal (director) / principal (managing director) roles at 31 December 2017.
Permanent employee turnover rate (%)	Barclays Africa	Total number of terminated employment contracts expressed as a percentage of the average number of permanent employees for the year. Excludes Woolworths Financial Services.
Retention of high performing employees (%)	Barclays Africa	Total number of retained permanent employees with a performance rating of 'very strong' or 'outstanding' expressed as a percentage of total permanent employees rated as 'very strong' or 'outstanding' at beginning of the year.
Number of Equator Principle transactions	Barclays Africa	Total number of mandated project finance transactions and project-related corporate loans that reached financial close during the year as well as project finance advisory services that have been reviewed for environmental and social risks in terms of the Equator Principles.
Shared growth disbursements towards education and skills development (ZAR)	Barclays Africa	Citizenship / Community investment spend reflecting the funds invested for programmes of public benefit, focusing primarily on the education / skills Shared Growth pillar.

Indicator	Scope	Definition
Total energy use (gWh)	Barclays Africa	Total energy usage is the sum of electricity, gas, solar photovoltaic, petrol and diesel used in kWh for the twelve month period ended 30 September 2017.
Carbon emissions scope 1, 2, 3 and total (tonnes CO2e)	Barclays Africa	<p>Total of Scope 1, 2 and 3 CO₂ emissions (GHG Protocol: operational control boundary) for the twelve month period ended 30 September 2017.</p> <p>Total of Scope 1, 2 and 3 carbon dioxide emissions (according to the GHG Protocol) covering:</p> <ul style="list-style-type: none"> • Scope 1 – Direct combustion of fuels and company-owned vehicles including functional/fleet vehicles (captured from vehicle mileage) and electricity from gas combustion (metered); • Scope 2 – Purchased electricity from Eskom (metered and calculated); and • Scope 3 – Business travel including local and international flights; car hire (captured from service providers) and employee kilometre claims. <p>Rest of Africa data is only included in the diesel, electricity and flights data used in the calculation of the carbon footprint.</p>
Employees completing Conduct Risk College Foundation training (%)	Barclays Africa	Number of employees who have completed Conduct Risk College training, expressed as a percentage of total employees (excluding non-operational employees).
Employees completing a code of conduct attestation (%)	Barclays Africa	Number of existing employees who completed the code of conduct refresher training, and new employees who completed the code of conduct training, expressed as a percentage of total employees (excluding non-operational employees, external consultants, interns, managed service contract workers and on-call contract workers).
Employees completing Fighting Financial Crime training (%)	Barclays Africa	Number of existing employees completing Fighting Financial Crime refresher training, and new employees who have completed Fighting Financial Crime training, expressed as a percentage of the total number of employees (excluding non-operational employees).
Treating Customers Fairly outcome score (%)	Barclays Africa	Average conduct perception outcome score based on customers rating the applicability of 24 conduct-related questions to the Group on a scale of 0 – 10, with 10 being the most favourable. The quarter 4 score is the reported figure as this reflects market sentiment at 31 December 2017.