## Selected financial data

| At/for the year ended 31 March                         | 2012    | 2011    | 2010    | 2009    | 2008    |
|--|---------|---------|---------|---------|---------|
| Consolidated income statement data (£m)                |         |         |         |         |         |
| Revenue  | 46,417  | 45,884  | 44,472  | 41,017  | 35,478  |
| Operating profit                                       | 11,187  | 5,596   | 9,480   | 5,857   | 10,047  |
| Profit before taxation                                 | 9,549   | 9,498   | 8,674   | 4,189   | 9,001   |
| Profit for the financial year                          | 7,003   | 7,870   | 8,618   | 3,080   | 6,756   |
| Consolidated statement of financial position data (£m) |         |         |         |         |         |
| Total assets   | 139,576 | 151,220 | 156,985 | 152,699 | 127,270 |
| Total equity   | 78,202  | 87,561  | 90,810  | 84,777  | 76,471  |
| Total equity shareholders' funds                       | 76,935  | 87,555  | 90,381  | 86,162  | 78,043  |
| Earnings per share <sup>1</sup>                        |         |         |         |         |         |
| Weighted average number of shares (millions)           |         |         |         |         |         |
| - Basic  | 50,644  | 52,408  | 52,595  | 52,737  | 53,019  |
| - Diluted  | 50,958  | 52,748  | 52,849  | 52,969  | 53,287  |
| Basic earnings per ordinary share                      | 13.74p  | 15.20p  | 16.44p  | 5.84p   | 12.56p  |
| Diluted earnings per ordinary share                    | 13.65p  | 15.11p  | 16.36p  | 5.81p   | 12.50p  |
| Cash dividends <sup>12</sup>                           |         |         |         |         |         |
| Amount per ordinary share (pence)                      | 13.52p  | 8.90p   | 8.31p   | 7.77p   | 7.51p   |
| Amount per ADS (pence)                                 | 135.2p  | 89.0p   | 83.1p   | 77.7p   | 75.1p   |
| Amount per ordinary share (US cents)                   | 21.63c  | 14.33c  | 12.62c  | 11.11c  | 14.91c  |
| Amount per ADS (US cents)                              | 216.3c  | 143.3c  | 126.2c  | 111.1c  | 149.1c  |
| Other data   |         |         |         |         |         |
| Ratio of earnings to fixed charges <sup>3</sup>        | 4.3     | 5.7     | 3.6     | 1.2     | 3.9     |

Notes:

See note 8 to the consolidated financial statements, "Earnings per share". Earnings and dividends per ADS is calculated by multiplying earnings per ordinary share by ten, the number of ordinary shares per ADS. Dividend per ADS is calculated on the same basis

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The final dividend for the year ended 31 March 2012 was proposed by the directors on 22 May 2012 and is payable on 1 August 2012 to holders of record as of 8 June 2012. The total dividends have been translated into US dollars under the terms of the ADS depositary agreement.

US dollars at 31 March 2012 for purposes of the above disclosure but the dividends are payable in US dollars under the terms of the ADS depositary agreement.
 For the purposes of calculating these ratios, earnings consist of profit before tax adjusted for fixed charges, dividend income from associates, share of profits and losses from associates, interest capitalised, interest amortised and profits and losses on ordinary activities before tax ation from discontinued operations. Fixed charges comprise one third of payments under operating leases, representing the estimated interest element of these payments, interest payable and similar charges, interest capitalised and preferred share dividends.