

Business Highlights

Income

up 27%
to \$6,861m

2004: \$5,382m*

Profit before taxation

up 19%
to \$2,681m

2004: \$2,251m*

Total assets

up 46%
to \$215bn

2004: \$147bn*

Normalised earnings per share

up 23%
to 153.7 cents

2004: 124.6 cents*

Normalised return on ordinary shareholders' equity

18.0%

2004: 18.6%*

Dividend per share

up 11%
to 64.0 cents

2004: 57.5 cents

Employees

43,899

2004: 33,323

Countries and territories

56

2004: 56

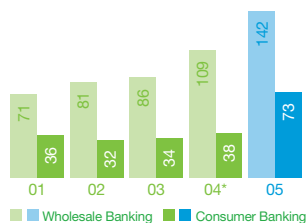
Nationalities

89

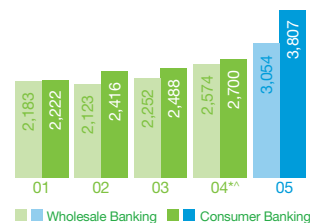
2004: 80

Five Year Review

Total assets \$ billion

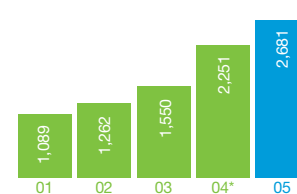


Income \$ million

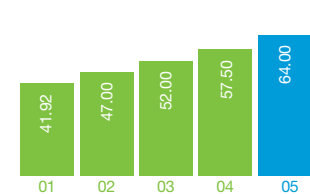


^ Excludes corporate items not allocated \$108m.

Profit before taxation \$ million



Dividend per share cents



* Restated under IFRS, excluding IAS 32 and IAS 39.

Throughout this document, unless another currency is specified the word 'dollar' or symbol '\$' means United States dollar.

What We Stand For

Strategic Intent	The world's best international bank Leading the way in Asia, Africa and the Middle East				
Brand Promise	The Right Partner – Leading by Example				
Values	Responsive	Trustworthy	Creative	International	Courageous
Approach	Participation Focusing on attractive, growing markets where we can leverage our customer relationships and expertise		Competitive Positioning Combining global capability, deep local knowledge and creativity to outperform our competitors		Management Discipline Balancing the pursuit of growth with firm control of costs and risks
Commitment to stakeholders	Customers Passionate about our customers' success, delighting them with the quality of our service	Our People Helping our people to grow, enabling individuals to make a difference and teams to win	Communities Trusted and caring, dedicated to making a difference	Investors A distinctive investment delivering outstanding performance and superior returns	Regulators Exemplary governance and ethics wherever we are