

Chief Executive's statement

I am delighted to introduce our first corporate responsibility report, which incorporates our second environmental report.

This document explains how we aim to encourage greater use of public transport, how we ensure our operations are safe, how we operate taking environmental aspects into consideration and how we strive to be a responsible employer. We also illustrate how we contribute to the communities in which we operate and the importance we place on liaising with all our stakeholders.

As a major public transport operator, we play an active role in encouraging people to use public transport rather than their cars. We recognise that to achieve this goal we must invest in our services to make public transport a viable alternative. I am proud to confirm that such investment is a fundamental part of the National Express philosophy. Whilst policy aimed at increasing the number of journeys made by public transport is good for our business, such a development is good all round for everyone and helps to achieve improved sustainable growth.

We are passionate about our business. We aim to improve the customer experience and to develop our services through continued investment. Investment is key and during the past year we invested £84m in our worldwide operations and in the UK, the focus of this report, £19.4m.

As set out last year, we have focused on environmental issues impacting on our UK operations. This report updates you on the progress we have made. In addition, we have included our first report on broader corporate responsibility issues which impact our business.

We hope this report contributes to the broader debate on public transport. We are not, however, complacent. There is still plenty to do and we are committed to improving our services.

We are interested in your views and feedback. If you have comments on the information contained in this report please let us know. Simply complete the feedback card at the back of this document or e-mail us at info@natex.co.uk.

Phil White Chief Executive
April 2003



Phil White