

CHIEF EXECUTIVE'S STATEMENT



PHIL WHITE
Chief Executive

Welcome to our Corporate Responsibility Report (CR) for the year ended 31 December 2004. The aim of this report is to give a balanced account of the environmental, social, ethical, employee and community challenges which affect our business and how we are responding to these.

For the first time we are reporting on our North American operations and have extended our reporting on our UK businesses by providing greater detail on our operations.

We continue to offer transport services which are integral to the communities in which we operate. Our services help reduce congestion, pollution and road traffic accidents. Consequently, we have a key role in helping local and central governments achieve their long-term sustainable development objectives.

Our companies are part of the fabric of society – we make a real contribution to people's lives whether it be in providing services to our customers or offering employment opportunities. We are aware of the responsibility and commitment that this role brings and endeavour to provide the best possible level of service to all our stakeholders.

While this report focuses on the Group as a whole, we are embedding processes and delivery procedures into our local businesses to ensure they can increase reporting on their own progress in the corporate responsibility arena.

The quality of our operations is dependent on the efforts of our people. I would like to take this opportunity to thank them for their focus and feedback during the year.

Further information is available on our website – www.nationalexpressgroup.com. Corporate governance information can be found in our Annual Report and Accounts 2004.

We welcome your feedback on this Report. Please use the response form or contact us at info@natex.co.uk.

A handwritten signature in dark ink, appearing to read 'Phil White'. The signature is fluid and cursive, written over a white background.

PHIL WHITE
Chief Executive

