

YOUR FEEDBACK

We welcome your comments on the Corporate Responsibility Report. Please complete the attached questionnaire or alternatively complete our corporate responsibility feedback form at www.nationalexpressgroup.com.

1. HOW WOULD YOU RATE THE REPORT?

- Excellent
- Good
- Average
- Fair Poor

2. HOW DO YOU RATE THE DESIGN AND PRESENTATION?

- Excellent
- Good
- Average
- Fair Poor

3. WHICH ELEMENTS ARE OF MOST CONCERN TO YOU REGARDING IMPROVING PUBLIC TRANSPORT? 1 BEING OF MOST INTEREST TO 7 FOR LEAST INTEREST

- | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Safety |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Punctuality and reliability |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Security |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Value for money |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Flexible service |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Accessibility |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Integration |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Other |

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4. WHICH SECTIONS OF THE REPORT ARE OF MOST INTEREST TO YOU? 1 BEING OF MOST INTEREST TO 7 FOR LEAST INTEREST

- | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Introduction |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Chief Operating Officer's Statement |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Safety |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Operations |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Environment |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | People |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Assurance Statement (published on web) |

5. PLEASE LET US KNOW IF YOU WOULD LIKE ANYTHING ELSE INCLUDED?

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6. WHAT DID YOU MOST LIKE ABOUT THE REPORT?

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7. WHAT DID YOU LEAST LIKE ABOUT THE REPORT?

.....

8. WOULD YOU PREFER FOR REPORTING ON CORPORATE RESPONSIBILITY ISSUES TO BE WEB BASED RATHER THAN A SEPARATE DOCUMENT BE PRINTED?

- Yes
- No

9. DO YOU WISH TO GO ONTO THE GROUP'S EMAIL ALERT SERVICE FOR

- Reports
- Presentations & Webcasts
- Financial Calendar
- Industry Events & Awards
- Press Releases

Name

.....

Position (if relevant)

.....

Organisation (if relevant)

.....

Address

.....

E mail

.....

Please tick the response below that best describes you:

- Shareholder
- Employee
- Supplier
- Non Government Organisation
- Other

Thank you for your comments.

We will only use the information that we collect about you lawfully and in accordance with the Data Protection Act 1998. Your personal information will be used by National Express Group for internal purposes only to improve corporate responsibility reporting purposes. We will not pass your personal information to any other companies.

Please do not use this form to notify a change of address or any other instructions regarding your National Express Group shares. Please contact the shareholder helpline number on 0870 601 5366.

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LON20526



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NATIONAL EXPRESS GROUP PLC
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LONDON W1E 5JN

First fold

Second fold

Third fold and tuck in