

## YOUR FEEDBACK



**WE WELCOME YOUR COMMENTS ON OUR CORPORATE RESPONSIBILITY REPORT. PLEASE COMPLETE THE QUESTIONNAIRE TICKING THE CIRCLE THAT BEST DESCRIBES YOUR RATINGS, ON A SCALE OF 1-5.**



**OR ALTERNATIVELY COMPLETE OUR CORPORATE RESPONSIBILITY FEEDBACK FORM ONLINE AT: [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com)**

### 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 or third parties.

Please do not use this form to notify a change of address or any other instructions regarding your National Express Group shares.

If this service is required please contact the shareholder helpline number on 0870 601 5366.

How would you rate the report?

1 5

How do you rate the design and presentation?

1 5

How informative is the document on the Group's performance in the corporate responsibility field?

1 5

What do you think is the most important way we could improve our environmental and social performance?

What else would you like included?

What did you most like about the report?

What would you like changed in the report?

Reading the report has improved my perception of the company

1 5

This report is better than those of competitors

1 5

This report is better than those of other companies outside the transport sector

1 5

Name (please print)

Position (if relevant)

Organisation (if relevant)

Address

E-mail

Do you wish to go onto the Group's e-mail alert service for:

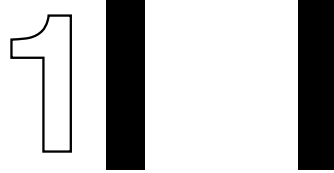
- Reports
- Presentations and Webcasts
- Financial calendar
- Industry events and awards
- Press releases

Please tick the response below that best describes you:

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

FOLD 2

RESPONSE LICENCE NO.  
LON 20526



**Group Corporate Communications  
National Express Group PLC  
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London W1E 5JN**

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FOLD 1

CUT ALONG THE DOTTED LINE

