

Environment Policy – for external use

National Express Group PLC and its subsidiaries (together, the "Group")

Our Vision and Purpose, driving Environmental leadership

Our vision is to be the world's premier mass transport operator and our purpose is to lead the modal shift from cars to mass transit. In 2021 we launched our Evolve strategy, and in it we set out our ambition to be the environmental leader in our industry.

We take our environmental leadership responsibility very seriously. We are committed to continual improvement in our environmental performance and we have set ourselves targets to drive such performance. In 2021 we announced new targets for the decarbonisation of our entire fleet, building on the targets previously announced for the UK fleet. We also announced a Group **net zero target** for Scope 1 and 2 emissions, by 2040.

We work in partnership with governments, our customers and others to promote decarbonisation of our fleet and to achieve our broader sustainability goals, in compliance with all applicable environmental legislation and regulations everywhere we operate.

Everyone in our organisation has a role to play and, as our Evolve strategy is rolled out across the business, we will ensure that our ambition to **Be the Environmental Leader** is clearly understood and is seen as both an individual and shared responsibility.

How we demonstrate Environmental leadership

- We have the right governance structures in place:
 - the Sustainability Committee of the Board provides oversight of our environmental strategy, targets, plans and our performance against them and reports to the full Board;
 - we have two Zero Emission Vehicle Steering Groups operating at Group and divisional level to ensure that we focus on delivering our plans to decarbonise our fleet; and
 - each National Express Group division has a senior representative appointed with specific responsibility for the environmental matters.
- We have a strong system of control to help us identify, manage and mitigate all types of risk, including those arising from climate change and the transition to a zero carbon emission fleet. We explain more about this in our TCFD-aligned disclosures which are incorporated into our annual reporting process.
- Our purpose and strategy aligns with our environmental ambitions - modal shift from private cars to mass transit reduces significantly the negative impact of mobility on the environment and natural resources. **Mass transport is one of the best solutions to cut emissions from mobility and improve air quality.**
- Our Evolve strategy encourages modal shift by focussing on the reliability, accessibility and safety of our mass transit services, for the benefit of our customers.
- We have considered the Sustainability Accounting Standards Board's (SASB's) materiality map to focus on the aspects of the environment most critical to us and we will continue to review and refresh our materiality assessment.
- We will continue to develop our reporting standards and our management processes for reducing our impact on the environment.
- We seek to use key resources sustainably. We set targets for reducing energy consumption and carbon emissions from our vehicles and site operations and we report on our environmental performance annually.
- We aim to continually improve our water and waste management processes and systems and track and report on our progress.

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Speaking up – Helpline numbers

We do not believe that it is in anyone's interest for those who have a reasonable suspicion that others who are acting on the Group's behalf are causing the Group to breach any environmental law or regulation to remain silent.

By raising your concerns, you may assist in putting a stop to that wrongdoing and thereby help to protect the Group's business, people, assets, relationships and reputation.

You may call the Whistleblowing Helpline which is toll free and available 24 hours a day, seven days a week. The relevant telephone numbers are as follows:

- Calls from the **United Kingdom** – 0808-234-0137
- Calls from **Spain** – 900-901-427
- Calls from **North America** - 1-877-907-2683
- Calls from **Germany** – dial access code 0-800-225-5288 followed by 877-907-2683
- Calls from **Morocco** – dial access code 002-11-001 followed by 0801-020-304
- Calls from **Bahrain** – 800-81685
- Calls from **France** – 0033428770150
- Calls from **Switzerland** – 0041800321016



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