

Health & Safety Policy – for external use

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

The health and safety of our customers, our staff, and any others affected by our operations is our number one priority.

Our commitment to Health & Safety

Our customers should be able to take safety for granted when using our transport services, and our staff should expect to go home at the end of the day, unhurt. National Express Group supports managers in the discharge of their health and safety responsibilities to:

- Provide adequate control of the health and safety risks arising from our work activities
- Provide and maintain safe equipment
- Provide effective instructions and information about health & safety across our operations
- Ensure all employees are given adequate training, and are competent to do their tasks appropriately
- Measure performance in the management of health and safety
- Maintain safe and healthy working conditions
- Provide resources to ensure we deliver against our responsibilities
- Commission audits to provide assurance that adequate systems are in place and effective

Our Health & Safety ambition

Our ambition remains to drive all harm from our business. This is supported by the implementation of an effective safety management system including a framework of standards appropriate to each Group division's business activities. We continuously develop and enhance these arrangements as we strive, relentlessly, to reduce and, where possible, eliminate safety risks.

The Chief Executive Officer of the Group, supported by the Chief Executive Officers of each Group division, carries overall responsibility for putting in place arrangements for controlling operational health and safety risks within each of the Group's divisions and, where appropriate, ensures that responsibilities within the Division's companies are assigned in a Safety Management System.

Health and safety will always be my top priority. It must be the same for everyone across the Group.
Ignacio Garat

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 endangering anyone's health and safety 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