



## This document is important and requires your immediate attention.

If you are in any doubt about the action you should take, you should consult your stockbroker, solicitor, accountant or independent financial adviser authorised under the Financial Services and Markets Act 2000. If you have recently sold or transferred your National Express Group PLC shares you should forward this document and accompanying Form of Proxy to the purchaser or transferee, or to the person through whom the sale or transfer was effected, for transmission to the purchaser or transferee.

## Chairman's Letter to Shareholders and Notice of Annual General Meeting

Dear Shareholder

I have pleasure in writing to invite you to our 2011 Annual General Meeting (the "Meeting" or "AGM") which will be held at Kings Place, 90 York Way, London, N1 9AG on Tuesday 10 May 2011 at 11.00am. Full details of the Meeting and the resolutions that will be put to shareholders are set out in the enclosed Notice of Meeting. A location map is provided below.

If you would like to vote on the resolutions to be considered at the AGM but cannot attend the Meeting, you can appoint a proxy to exercise all or any of your rights to attend, speak and vote at the Meeting by completing the enclosed Form of Proxy and returning this to our Registrar, Equiniti. Please note that you should return your proxy appointment by not later than 11.00am on 6 May 2011. This will not prevent you from attending and voting in person at the Meeting. You may also register your proxy vote electronically at our Registrar's website [www.sharevote.co.uk](http://www.sharevote.co.uk).

Your Directors consider that the proposed resolutions contained in the Notice of Meeting are in the best interests of the Company and its shareholders as a whole and recommend unanimously that you vote in favour of them, as they intend to do in respect of their own shareholdings. If you have any questions regarding the AGM business please contact Equiniti on 0871 384 2152\*.

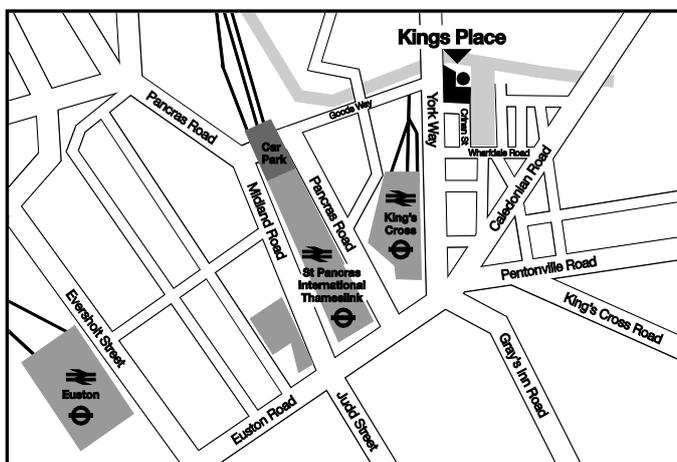
The National Express Group PLC Annual Report and Accounts for the year ended 31 December 2010 and a copy of this Notice of Meeting can be viewed on the Company's website at [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com). If you have elected to receive shareholder correspondence in hard copy form then a copy of the Annual Report and Accounts will accompany this circular. Should you wish to change your election at any time, you can do so by contacting Equiniti, Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA. If you would like to register for e-communications simply visit [www.shareview.co.uk](http://www.shareview.co.uk).

Thank you for your continuing support of National Express Group PLC.

Yours sincerely

**John Devaney**  
Chairman

\* Calls to this number are charged at 8p per minute from a BT landline. Other providers' costs may vary. Non-UK callers should dial +44 121 415 7047. Lines are open from 8.30am to 5.30pm Monday to Friday.



### Location of 2011 Annual General Meeting

The AGM of National Express Group PLC will be held on Tuesday 10 May 2011 at 11.00am at Kings Place, 90 York Way, London, N1 9AG.

#### By Underground

The nearest tube station is King's Cross-St Pancras, on the Circle, Metropolitan, Hammersmith & City, Piccadilly, Northern and Victoria lines. The station has step-free access from the platform to the street level.

#### By Road

Kings Place is easily accessible by car and is clearly signposted in the immediate area. The building is outside of the Congestion Charge Zone. The nearest car park is NCP London St Pancras on Pancras Road, open 24 hours, 7 days a week including Bank Holidays.

## Notice of Annual General Meeting

The 2011 Annual General Meeting (“AGM”) of National Express Group PLC (the “Company”) will be held at Kings Place, 90 York Way, London N1 9AG, on Tuesday 10 May 2011 at 11.00am to consider, and if thought fit, to pass the following resolutions, of which resolutions 1 to 8, and 11, will be proposed as ordinary resolutions, and resolutions 9, 10 and 12 will be proposed as special resolutions:

### Resolution 1

To receive the reports of the Directors and the financial statements together with the report of the auditors for the financial year ended 31 December 2010.

### Resolution 2

To approve the Directors’ Remuneration Report for the financial year ended 31 December 2010.

### Resolution 3

To declare a final dividend of 6 pence per share in respect of the financial year ended 31 December 2010.

### Resolution 4

To re-elect Roger Devlin, who retires by rotation, as a Director.

### Resolution 5

To re-elect Jez Maiden, who retires by rotation, as a Director.

### Resolution 6

To re-appoint Ernst & Young LLP as the Company’s auditors for the financial year ending 31 December 2011.

### Resolution 7

To authorise the Directors to agree the auditors’ remuneration.

### Resolution 8 – Directors’ authority to allot shares

That the Directors be generally and unconditionally authorised for the purposes of section 551 of the Companies Act 2006 (the “Act”), to exercise all powers of the Company to allot shares in the Company and to grant rights to subscribe for, or convert any security into, shares in the Company:

- (a) up to a maximum nominal amount (within the meaning of section 551(3) and (6) of the Act) of £8,500,955 (such amount to be reduced by the nominal amount allotted or granted under (b) below in excess of such sum); and
- (b) comprising equity securities (as defined in section 560 of the Act) up to an aggregate nominal amount (within the meaning of section 551(3) and (6) of the Act) of £17,001,911 (such amount to be reduced by any allotments or grants made under (a) above) in connection with or pursuant to an offer by way of a rights issue in favour of (i) holders of ordinary shares in proportion (as nearly as practicable) to the respective number of ordinary shares held by them on the record date for such allotment and (ii) holders of any other class of equity securities entitled to participate therein or, if the Directors consider it necessary, as permitted by the rights of those securities, but subject to such exclusions or other arrangements as the Directors may consider necessary or appropriate to deal with fractional entitlements, treasury shares, record dates or legal, regulatory or practical difficulties which may arise under the laws of, or the requirements of any regulatory body or stock exchange in, any territory or any other matter whatsoever,

these authorisations to expire at the conclusion of the next annual general meeting of the Company (or, if earlier, on 30 June 2012) save that the Company may before such expiry make any offer or agreement which would or might require shares to be allotted or rights to be granted after such expiry and the Directors may allot shares, or grant rights for, or to convert any security into, shares, in pursuance of any such offer or agreement as if the authorities conferred hereby had not expired.

### Resolution 9 – Directors’ authority to disapply pre-emption rights

That, subject to the passing of resolution 8 above, the Directors be given power subject to sections 570(1) and 573 of the Companies Act 2006 (the “Act”) to:

- (a) allot equity securities (as defined in section 560 of the Act) of the Company for cash pursuant to the authority conferred by resolution 8 above; and
- (b) sell ordinary shares (as defined in section 560(1) of the Act) held by the Company as treasury shares for cash,

as if section 561 of the Act did not apply to any such allotment or sale, provided that this power shall be limited to the allotment of equity securities and the sale of treasury shares for cash:

- (i) in connection with or pursuant to an offer of or invitation to acquire equity securities (but in the case of the authority granted under resolution 8(b), by way of a rights issue only) in favour of (i) holders of ordinary shares in proportion (as nearly as practicable) to the respective number of ordinary shares held by them on the record date for such allotment or sale and (ii) holders of any other class of equity securities entitled to participate therein or, if the Directors consider it necessary, as permitted by the rights of those securities, but in either case subject to such exclusions or other arrangements as the Directors may consider necessary or appropriate to deal with fractional entitlements, treasury shares, record dates or legal, regulatory or practical difficulties which may arise under the laws of, or the requirements of any regulatory body or stock exchange in, any territory or any other matter whatsoever; and
- (ii) in the case of the authorisation granted under resolution 8(a) above (or in the case of any sale of treasury shares), and otherwise than pursuant to paragraph (i) of this resolution, up to an aggregate nominal amount of £1,275,143,

and shall expire at the conclusion of the next annual general meeting of the Company (or, if earlier, on 30 June 2012), save that the Company may before such expiry make any offer or agreement that would or might require equity securities to be allotted, or treasury shares to be sold, after such expiry and the Directors may allot equity securities, or sell treasury shares, in pursuance of any such offer or agreement as if the power conferred hereby had not expired.

**Resolution 10**

That the Company be generally and unconditionally authorised for the purposes of section 701 of the Companies Act 2006 (the "Act") to make market purchases (within the meaning of Section 693(4) of the Act) of the Company's ordinary shares on such terms and in such manner as the Directors shall determine, provided that:

- a) the maximum aggregate number of ordinary shares which may be purchased is 51,005,733, representing approximately 10% of the issued share capital of the Company as at 4 March 2011;
- b) the minimum price which may be paid for each ordinary share is 5 pence which amount shall be exclusive of expenses, if any;
- c) the maximum price (exclusive of expenses) which may be paid for each ordinary share is an amount equal to 105% of the average middle market quotations of the Company's ordinary shares, as derived from the Daily Official List published by the London Stock Exchange plc for the five business days prior to the date on which such share is contracted to be purchased;
- d) unless previously renewed, revoked or varied, this authority shall expire at the close of the next annual general meeting of the Company (or, if earlier, on 30 June 2012); and
- e) the Company may, before this authority expires, make a contract to purchase shares which would or might be executed wholly or partly after the expiry of this authority, and may make purchases of shares pursuant to it as if this authority had not expired.

**Resolution 11**

To authorise the Company and all companies that are its subsidiaries at any time during the period for which this resolution is effective, in accordance with sections 366 and 367 of the Companies Act 2006 (the "Act") to:

- a) make political donations to political parties or independent election candidates;
- b) make political donations to political organisations (other than political parties); and
- c) incur political expenditure,

in a total aggregate amount not exceeding £100,000 during the period beginning with the date of the passing of this resolution and ending at the conclusion of the next annual general meeting of the Company (or, if earlier, on 30 June 2012). For the purposes of this resolution 'political donation', 'political party', 'political organisation', 'independent election candidate' and 'political expenditure' are to be construed in accordance with Sections 363, 364 and 365 of the Act.

**Resolution 12**

That a general meeting of the Company (other than an annual general meeting) may be called on not less than 14 clear days' notice.

By order of the Board

**A J McDonald**

Company Secretary  
24 March 2011

## Explanatory notes to the resolutions

Resolutions 1 to 8 and 11 will be proposed as ordinary resolutions and resolutions 9, 10, and 12 will be proposed as special resolutions. To pass special resolutions 75% or more of the votes cast must be in favour.

### Resolution 1 – Annual Report and Accounts

The Directors are required to present to the AGM the accounts and the reports of the Directors and auditors for the financial year ended 31 December 2010. The full Annual Report and Accounts may be accessed on the Company's website ([www.nationalexpressgroup.com](http://www.nationalexpressgroup.com)) or, alternatively, a copy may be obtained by writing to the Company Secretary at National Express Group PLC, National Express House, Birmingham Coach Station, Mill Lane, Digbeth, Birmingham B5 6DD.

### Resolution 2 – Directors' Remuneration Report

The Directors are required to seek approval of the shareholders for the Directors' Remuneration Report. The resolution is an advisory vote, as permitted by law, and no entitlement to remuneration is made conditional on the resolution being passed. The Directors' Remuneration Report is set out in full in the Annual Report and Accounts. The full Directors' Remuneration Report may also be accessed on the Company's website at [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com).

### Resolution 3 – Final dividend

The Directors recommend a final dividend of 6 pence per ordinary share for the financial year ended 31 December 2010. The final dividend cannot exceed the amount recommended by the Directors. If approved by shareholders, the final dividend will be paid on 13 May 2011 to those ordinary shareholders on the register of members as at the close of business on 26 April 2011.

### Resolutions 4 and 5 – Re-election of Directors

Pursuant to the Company's Articles of Association, one-third of the Directors, or the number nearest to but not exceeding one-third of the Directors must retire. A retiring Director is eligible to stand for re-appointment. In addition, any Director who has held office for three years or more since their last appointment must retire and stand for re-appointment. In accordance with the Articles of Association, Roger Devlin and Jez Maiden are both retiring by rotation at the AGM and, being eligible, will offer themselves for re-election.

Biographies of all the Directors appear on pages 40 to 41 of the Annual Report and Accounts. The Board considers annually the performance of all the Directors. Following this review the Board believes the performance of all the Directors continues to be effective and that they demonstrate commitment to their roles.

### Resolutions 6 and 7 – The auditors

Shareholders are asked every year to approve the appointment of the auditors, Ernst & Young LLP, and agree that the Directors may approve their remuneration.

### Resolution 8 – Authority to allot shares

Your Directors may allot shares and rights to subscribe for, or convert any security into, shares only if authorised to do so by shareholders. The like authorities granted at the last AGM are due to expire at this year's AGM. Accordingly, resolution 8 will be proposed as an ordinary resolution to grant new authorities to allot shares and rights to subscribe for, or convert any security into, shares. If given, these authorities will expire at the conclusion of the AGM of the Company in 2012 (or, if earlier, on 30 June 2012).

Paragraph (a) of resolution 8 will allow the Directors to allot ordinary shares up to a maximum nominal amount of £8,500,955, representing approximately one third of the Company's existing issued share capital (excluding 1,668,688 treasury shares) as at 4 March 2011, being the latest practicable date prior to publication of this Notice. In accordance with the latest institutional guidelines issued by the Association of British Insurers (the "ABI"), paragraph (b) of resolution 8 will also allow Directors to allot, including the ordinary shares referred to in paragraph (a) of resolution 8, further ordinary shares in connection with a pre-emptive offer by way of a rights issue to ordinary shareholders up to a maximum nominal amount of £17,001,911, representing approximately two thirds of the Company's existing issued share capital calculated as at 4 March 2011.

The Directors have no present intention of exercising these authorities. However, if they do exercise the authority conferred by resolution 8(b), the Directors intend to follow best practice as regards its use (including, where appropriate, the Directors standing for re-election at the following annual general meeting of the Company) as recommended by the ABI.

As at 4 March 2011 the Company held 1,668,688 ordinary shares as treasury shares. These shares represented approximately 0.33% of the total issued ordinary share capital (excluding treasury shares).

### Resolution 9 – Authority to disapply pre-emption rights

Your Directors also require additional authority from shareholders to allot equity securities or sell treasury shares where they propose to do so for cash and otherwise than to existing shareholders pro rata to their holdings. The authority granted at the last annual general meeting is due to expire at this year's AGM. Accordingly, resolution 9 will be proposed as a special resolution to grant such authority. Apart from offers or invitations in proportion to the respective number of shares held, the power will be limited to the allotment of equity securities and sale of treasury shares for cash up to an aggregate nominal value of £1,275,143 which represents approximately 5% of the issued share capital of the Company (excluding 1,668,688 treasury shares) as at 4 March 2011, being the latest practicable date before publication of this Notice. If given, this authority will expire at the conclusion of the annual general meeting of the Company in 2012 (or, if earlier, 30 June 2012). Your Directors will have due regard to institutional guidelines in relation to any exercise of this power, in particular the requirement for advance consultation and explanation before making any non pre-emptive cash issue pursuant to this resolution which exceeds 7.5% of the Company's issued share capital (including treasury shares) in any rolling three-year period.

### **Resolution 10 – Authority for the Company to purchase its own shares**

The Company may buy its own shares with the authority of shareholders. Resolution 10, which will be proposed as a special resolution, seeks to renew the current authority given at the 2010 annual general meeting of the Company until the conclusion of the annual general meeting in 2012 (or, if earlier, until 30 June 2012). The resolution specifies the maximum number of shares that may be purchased, which represents approximately 10% of the Company's issued share capital (excluding 1,668,688 treasury shares), as at 4 March 2011, being the latest practicable date before publication of this Notice. Resolution 10 also specifies the highest and lowest prices at which shares may be purchased by the Company under this authority.

Any shares purchased under this authority will either be treated as cancelled or held as treasury shares. Listed companies, with authorisation from shareholders, may buy and hold their own shares in treasury instead of cancelling them immediately. Shares held as treasury shares can in the future be cancelled, re-sold or used to provide shares for employee share schemes.

For information, as at the date of this Notice, there were 1,424,105 options outstanding over the Company's shares representing approximately 0.28% of the issued share capital of the Company (excluding 1,668,688 treasury shares). If the full authority conferred by this resolution is used, these options will represent 0.31% of the then issued share capital of the Company (excluding 1,668,688 treasury shares). The like authority given at the 2010 annual general meeting of the Company was not used during the year and at present there are no immediate plans to use the authority conferred by resolution 10. If resolution 10 is approved, this authority will be used only if it is likely to lead to an increase in earnings per share and the Directors are satisfied that this is in the best long-term interests of the shareholders.

### **Resolution 11 – Political Parties, Elections and Referendums Act 2000 as incorporated into Part 14 of the Companies Act 2006**

The Political Parties, Elections and Referendums Act 2000 (the "PPER Act") requires companies to obtain shareholder authority before they can make donations to political organisations (which include UK political parties). It remains the Company's policy not to make donations to political parties and the Company has no intention of using the authority for this purpose. It may, however, incur expenditure such as advertising, sponsorship or attendance at events organised by political parties, or the hiring of stands and exhibition space at national and regional political conferences which may fall within the wide definition of 'donations' under the PPER Act and for which shareholder approval is required. Resolution 11 seeks authority for the Company and its subsidiaries to incur such expenditure up to a maximum of £100,000 in aggregate.

### **Resolution 12 – Approval for the calling of meetings (other than AGMs) on 14 days' notice**

The Act, as amended by the Companies (Shareholders' Rights) Regulations 2009, requires the Company to give at least 21 clear days' notice for a general meeting of the Company unless shareholders approve a shorter notice period, which cannot however be less than 14 clear days. (Annual general meetings must continue to be held on at least 21 clear days' notice.) Resolution 12, which will be proposed as a special resolution, seeks shareholder approval to preserve the ability of the Company to call general meetings, other than the annual general meetings, on at least 14 clear days' notice. The approval will be effective until the Company's next annual general meeting, when it is intended that a similar resolution will be proposed.

The flexibility offered by this resolution will be used where, taking into account the circumstances, the Directors consider this appropriate in relation to the business to be considered at the meeting in question and where it is thought to be to the advantage of shareholders as a whole.

The changes to the Act mean that in order to be able to call a general meeting on less than 21 clear days' notice, the Company must make a means of electronic voting available to all shareholders for that meeting.

## **Important information**

### **Proxies**

A shareholder is entitled to appoint another person as his proxy to exercise all or any of his rights to attend, to speak and to vote at the Meeting. A shareholder may appoint more than one proxy in relation to the Meeting, provided that each proxy is appointed to exercise the rights attached to a different share or different shares held by them. A proxy need not be a shareholder of the Company.

If shareholders wish to appoint a proxy, they should complete a Form of Proxy (a Form of Proxy is enclosed with this Notice) and send it to Equiniti Limited, Aspect House, Spencer Road, Lancing, West Sussex BN99 6NB to be received not later than 11.00am on 6 May 2011. Shareholders may also appoint a proxy online using the service provided by the Company's Registrars at [www.sharevote.co.uk](http://www.sharevote.co.uk) or, if they are a CREST member, by using the electronic proxy service provided by Euroclear (see further overleaf). The valid appointment of a proxy will not preclude a shareholder from attending and voting at the AGM in person, should they wish to do so.

### **Information for participants in the Travel West Midlands Share Incentive Plan**

If you are a participant in the TWM Share Incentive Plan you may instruct the Trustees to vote the shares held by them on your behalf by completing the enclosed Direction Form. To be effective the Direction Form must be received by the Trustees no later than 11.00am on 3 May 2011.

### **Voting at the AGM**

Voting at the Meeting will be conducted on a poll using an electronic system called Votenow provided by Equiniti, the Company's Registrar, rather than a show of hands. The Directors believe that this produces more democratic results, as all shares represented at the Meeting and those lodged before the Meeting are included in the results of the voting on a one share one vote basis. The results of the voting on each resolution will be made available at the Meeting and published on the Company's website [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com).

### **Right to attend and vote**

Pursuant to Regulation 41 of the Uncertificated Securities Regulations 2001 (the "Regulations"), the Company specifies that in order to have the right to attend and vote at the Meeting (and also for the purpose of determining how many votes a person entitled to attend and vote may cast), a person must be entered on the register of members of the Company at 6.00pm on 6 May 2011 or, in the event of any adjournment, at 6.00pm on the date which is two days before the day of the adjourned Meeting, excluding any day which is not a working day. Changes to entries on the register of members after this time shall be disregarded in determining the right of any person to attend or vote at the Meeting.

### **Documents on display**

The following documents will be available for inspection at the registered office of the Company during usual business hours on any weekday (public holidays excluded) from the date of this Notice until the AGM and will be available for inspection at the AGM 15 minutes prior to the start of the Meeting until its conclusion:

- a) Executive Directors' service contracts and Non-Executive Directors' terms of appointment; and
- b) Terms of reference of the Audit, Nomination, Remuneration and Safety Committees.

### **Nominated Persons**

A copy of this Notice has been sent for information only to persons who have been nominated by a shareholder (each a "Nominated Person") to enjoy information rights under section 146 of the Companies Act 2006 (the "Act"). The rights to appoint a proxy cannot be exercised by a Nominated Person: they can only be exercised by the shareholder. However a Nominated Person may have a right under an agreement between him and the shareholder by whom he was nominated to be appointed as a proxy for the AGM or to have someone else so appointed. If a Nominated Person does not have such a right or does not wish to exercise it, he may have a right under such an agreement to give instructions to the shareholder as to the exercise of voting rights.

### **Voting by corporate representatives**

A shareholder of the Company which is a corporation may authorise a person or persons to act as its representative(s) at the AGM. In accordance with the provisions of the Act, each such representative may exercise (on behalf of the corporation) the same powers as the corporation could exercise if it were an individual shareholder of the Company, provided that they do not do so in relation to the same shares. It is no longer necessary to nominate a designated corporate representative.

### **Member's right to ask questions**

All shareholders and their proxies attending the AGM have the right to ask questions. When invited by the Chairman, if you wish to ask a question, please wait for a Company representative to hand you a microphone. It would be helpful if you could state your name before you ask your question. The Company must cause to be answered any such question relating to the business being dealt with at the meeting but no answer need be given if (a) to do so would interfere unduly with the preparation for the meeting or involve the disclosure of confidential information, (b) the answer has already been given on a website in the form of an answer to a question, or (c) it is undesirable in the interests of the Company or the good order of the meeting that the question be answered. The Chairman may also nominate a Company representative to answer a specific question after the Meeting or refer the shareholder or proxy to information on the Company's website.

## AGM resolutions/business

Under section 338 and section 338A of the Act, members meeting the threshold requirements in those sections have the right to require the Company (i) to give, to members of the Company entitled to receive notice of the meeting, notice of a resolution which may properly be moved and is intended to be moved at the meeting; and/or (ii) to include in the business to be dealt with at the meeting any matter (other than a proposed resolution) which may be properly included in the business. A resolution may properly be moved or a matter may properly be included in the business unless (a) (in the case of a resolution only) it would, if passed, be ineffective (whether by reason of inconsistency with any enactment or the Company's constitution or otherwise), (b) it is defamatory of any person, or (c) it is frivolous or vexatious. Such a request may be in hard copy form or in electronic form, must identify the resolution of which notice is to be given or the matter to be included in the business, must be authorised by the person or persons making it, must be received by the Company not later than the date six clear weeks before the meeting, and (in the case of a matter to be included in the business only) must be accompanied by a statement setting out the grounds for the request.

## Total number of shares and voting rights

As at 4 March 2011, being the latest practicable date prior to the publication of this Notice, the Company's issued share capital consisted of 511,726,026 ordinary shares (carrying one vote each) including 1,668,688 treasury shares (which do not carry the right to vote). Therefore, the total voting rights in the Company at that date were 510,057,338.

## Website publication of audit concerns

Under section 527 of the Act, shareholders meeting the threshold requirements set out in that section have the right to require the Company to publish on a website a statement setting out any matter relating to (i) the audit of the Company's accounts (including the auditor's report and the conduct of the audit) that are to be laid before the AGM; or (ii) any circumstances connected with an auditor of the Company ceasing to hold office since the previous meeting at which annual accounts and reports were laid in accordance with section 37 of the Act, (in each case) that the shareholders propose to raise at the relevant meeting. The Company may not require the shareholders requesting any such website publication to pay its expenses in complying with section 527 of the Act. Where the Company is required to place a statement on a website under section 527 of the Act, it must forward the statement to the Company's auditor no later than the time when it makes the statement available on the website. The business which may be dealt with at the meeting includes any statement that the Company has been required under section 527 of the Act to publish on a website.

## Online shareholder communications

As a shareholder you can choose to vote by proxy and to receive communications and documents from the Company electronically. This helps us to reduce distribution and printing costs. In order to sign up for this service you will need to access the Company's Registrar's online service at [www.shareview.co.uk](http://www.shareview.co.uk). This is a secure site where you are able to view your shareholdings. You will need your 11 digit shareholder reference number, which is shown on your share certificate or dividend voucher.

Please note that the Company takes all reasonable precautions to ensure no viruses are present in any electronic communication it sends out but the Company cannot accept responsibility for loss or damage arising from the opening or use of any email or attachments from the Company and recommends that shareholders subject all messages to virus checking procedures prior to use. Any electronic communication received by the Company, including lodgement of an electronic proxy form, that is found to contain any virus will not be accepted.

### To sign up to receive documents electronically

- Log onto [www.shareview.co.uk](http://www.shareview.co.uk).
- Click on 'Register' and follow the simple instructions – you will need your shareholder reference number.
- You will be asked to choose a password and at the end of the registration process your User ID will appear on screen. You should make a note of this and your chosen password. You will not be able to use the service until you have received an Activation Code which will be sent to you in the post to your home address. You will need to enter the Activation Code the first time you log in to Shareview after entering your User ID and password.
- If you are already registered with Shareview, you do not need to register again but should check that your mailing preference is shown as 'email'.

A copy of this Notice, and other information required by section 311A of the Act can be found at [www.nationalexpressgroup.com](http://www.nationalexpressgroup.com).

### To vote by proxy electronically

- Log onto [www.sharevote.co.uk](http://www.sharevote.co.uk).
- Follow the instructions as to how to submit your vote. For security identification you will need to input the Voting ID, Task ID and Shareholder Reference Number which you will find on your Form of Proxy.

Should you have any queries about signing up for online communications please contact our Registrar, Equiniti Limited, on the shareholder helpline number 0871 384 2152. (Calls to this number are charged at 8p per minute from a BT landline. Other providers' costs may vary.) The Equiniti overseas shareholder helpline number is +44 121 415 7047. Lines are open from 8.30am to 5.30pm Monday to Friday.

## Instructions for Electronic Appointment through CREST

If you are a CREST member and want to appoint a proxy using the Euroclear electronic proxy appointment service, you can do so using the procedures described in the CREST manual which can be viewed at [www.euroclear.com/CREST](http://www.euroclear.com/CREST). If you are a CREST personal member, a CREST sponsored member or a CREST member that has appointed a voting service provider you should request the sponsor or voting service provider to take the appropriate action on your behalf.

In order for a proxy appointment or instruction made using the CREST service to be valid, the appropriate CREST message (a "CREST proxy instruction") must be properly authenticated in accordance with Euroclear's specifications and must contain the information required for such instructions, as described in the CREST manual. The message, regardless of whether it constitutes the appointment of a proxy or an amendment to the instruction given to a previously appointed proxy must, in order to be valid, be transmitted so as to be received by Equiniti Limited (ID RA19) no later than 48 hours before the time at which the Meeting is due to begin excluding any part of a day which is not a working day. For this purpose, the time of receipt will be taken to be the time (as determined by the timestamp applied to the message by the CREST Applications Host) from which our Registrar will be able to retrieve the message by enquiry to CREST in the manner prescribed in CREST. After this time any change of instructions to proxies appointed through CREST should be communicated to the appointee through other means.

Euroclear does not make available special procedures for any particular messages. Normal system timings and limitations therefore apply in relation to the input of CREST proxy instructions. CREST members (or appointee members) are responsible for taking (or arranging for their CREST sponsor or voting service provider to take) any necessary action to ensure that a message is transmitted by means of the CREST system by any particular time. CREST members and CREST sponsors or voting service providers are referred to those sections of the CREST Manual concerning practical limitations of the CREST system and timings.

National Express Group PLC may treat as invalid a CREST Proxy Instruction in the circumstances set out in Regulation 35(5) (a) of the Regulations.

### Communication

You may not use any electronic address (within the meaning of Section 333(4) of the Act) provided in this Notice (or in any related documents including the Chairman's letter and Form of Proxy) to communicate with the Company for any purposes other than those expressly stated.

### **National Express Group PLC**

Registered in England Company Number: 2590560

Registered Office: National Express House, Birmingham Coach Station, Mill Lane, Digbeth, Birmingham B5 6DD