

Welcome

It is with enormous pride and pleasure that I welcome you to Café de Paris, in the heart of London's West End, for our second National Express Group Values Awards evening.

Tonight we will be hearing about, and celebrating, the work and achievements made by some of the individuals and teams that work within our business. I am pleased to say that our award winners have been able to travel here tonight from Spain, North America and from across the UK. We are also pleased to be joined by colleagues from our German Rail and ALSA Morocco businesses. Welcome!

I hope that you enjoy hearing about some of the fantastic achievements made by our winners during the evening and I invite you to join with me in celebrating the outstanding work that has been achieved during 2013.

Our Vision and Values are crucial to the way we run our business. We have recently refreshed them to make their meaning even more transparent. To reflect our ambition to become operationally excellent in everything we do we are introducing a new Value – Excellence, which we also want to celebrate this evening.

I am pleased that our Values Awards, both at a business level and at a Group level, now help to publicly



recognise the immense personal effort and contribution that our people make, day-in and day-out, within their individual roles. The Values Awards finalists with us here tonight have all been nominated by their individual businesses as being the 'best of the best'. I am pleased to see that, once again, those nominations cover a wide range of job roles and responsibilities including bus and coach drivers, engineers, customer-facing teams and managers.

Over the next few pages you can read more about those individual and team successes. Tonight we will be announcing the winners of our four



National Express Group Values Awards for Safety, Customer, People and Community as well as an inaugural Values award for Excellence. There may also be a few surprise awards too.

Please do enjoy your evening. I hope to get the chance to meet up with as many of you as possible during the night.

Regards

Dean Finch
Group Chief Executive

Excellence

We constantly **strive to be excellent** in all that we do.



Safety

We only **do what is safe** and stop any unsafe behaviour.



Customers

We **place them at the heart of our business** and relentlessly meet their expectations.



People

We develop the talents, **reward the exceptional performance and respect the rights** of all our employees.



Community

We are **active in the communities** we serve to generate economic, social and environmental value.





And our winners are ...

Excellence award



The **ALSA Morocco team** won our first ever Excellence Award for so clearly demonstrating all the attributes of operational excellence at their three busy sites based in Marrakesh, Agadir and Tangier.

Operating in an environment with often challenging conditions this team is now running a highly successful and profitable operation which has acted as a springboard to help the Group win new business. The way the Morocco team operates is an exemplar for everyone else in the Group

Chief Executive's award



This award went to our **German Rail team**. From a standing start this team has developed a compelling proposition which has led to us winning contracts which will deliver 70 million Euros of revenue each year. The team are also working to secure further business opportunities.

National Express were the first British company to win contracts in this new market, and we are now firmly established as a credible operator who can deliver excellence.

Customer award

Our **c2c Twitter Team** scooped this award for their superb work in contacting customers via their new Twitter feed. They already have over 26,000 followers and now send out over 2,200 messages a week. They have established a new and innovative way to contact our customers, especially during periods of disruption



Value of Values award

This award recognised the amazing work undertaken by two of our UK Bus drivers **Neil Shepherd** and **Claire Turner** to develop a Bus Cadets scheme. By visiting local schools and creating a safety programme they have helped to increase awareness of safety to youngsters who travel by bus.



Community award

Roz Golds won this award for developing a unique Military Covenant that will benefit people working in the Armed Forces. National Express became the first UK company to sign up, inspiring others to follow our lead in offering travel discounts, extra time off for Army Reservists and guaranteed job interviews.



Safety award

American school bus driver **Sarah Brake** was given this award for saving the life of a young 9 year old passenger whose airway became blocked.



People award

As a well respected member of the UK Coach team based at Cardiff **Richard Thomas** was nominated by no less than eight of his colleagues. They told us how he deserves this award as he always goes the extra mile and frequently exceeds everyones expectations.

