

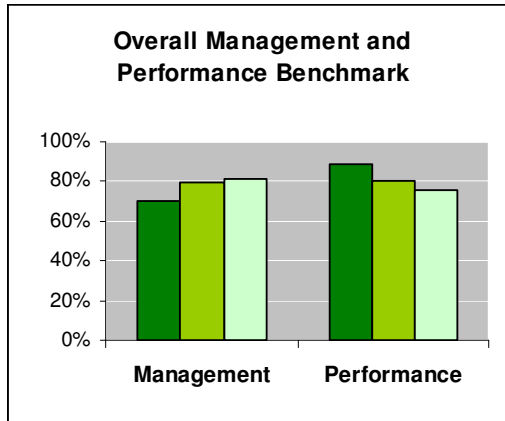
**Business in the Environment
 Confidential Feedback Report 2003**

Thank you for participating in the 8th BiE Index of Corporate Environmental Engagement. Please find below your results, benchmarking your company's performance in the Index against that of other companies in your sector (or economic group), and against the overall universe of participants.

| | | |
|----------------|--------------------------|--|
| Company | BBA Group | |
| Sector | Transport | |
| Economic Group | Cyclical Services | |

| | 2003 | 2002 |
|------------------|----------------|--------|
| Average Score | 81.25% | 73.97% |
| Sector Rank | 7/11 | 6/13 |
| Econ Group Rank | 18/45 | 21/57 |
| Overall BiE Rank | 89*/177 | NA** |

* Premier League (PL) indicates a score of > 95%
 **FTSE listed and non-listed BITC member companies were listed separately last year, and a 2002 overall rank is therefore not available for comparison.

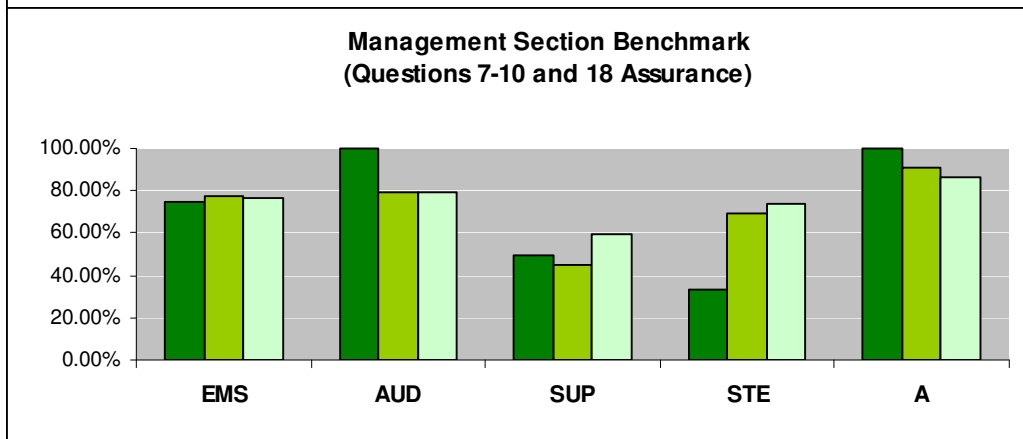
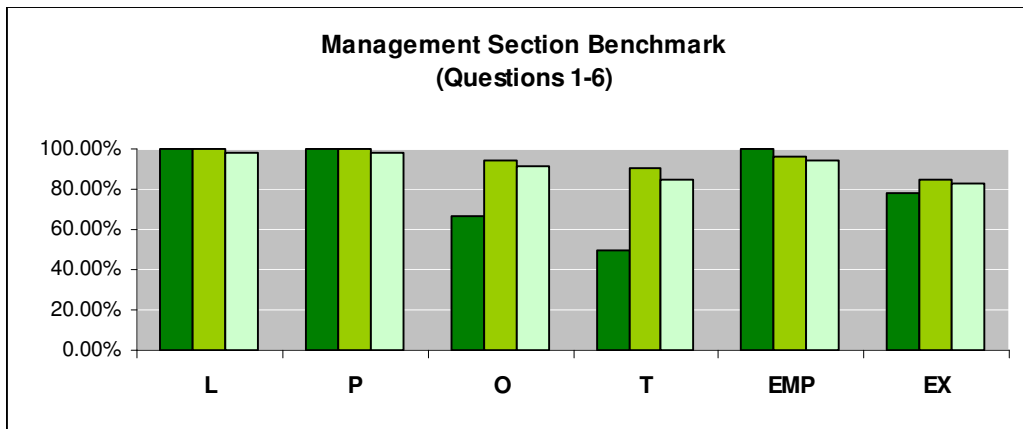


Sector Ranking

- 1 BAA
- 2 National Express Group
- 3 British Airways
- 4 Peninsular & Oriental Steam Nav Co
- 5 Mersey Docks & Harbour Co
- 6 Go-Ahead Group
- 7 BBA Group**
- 8 Associated British Ports Hldgs
- 9 FirstGroup
- 10 Avis Europe
- 11 TBI

Section 1: Environmental Management

Environmental management encompasses the extent to which a company understands and manages its environmental impacts and, where appropriate, makes environmental issues an integral part of its business strategy.



Key:

- Company
- Sector
- Overall

L Leadership
P Policy
O Objectives
T Targets
EMP Employees
EX Stakeholders
EMS EMS
AUD Audit
SUP Suppliers
STE Stewardship
A Assurance

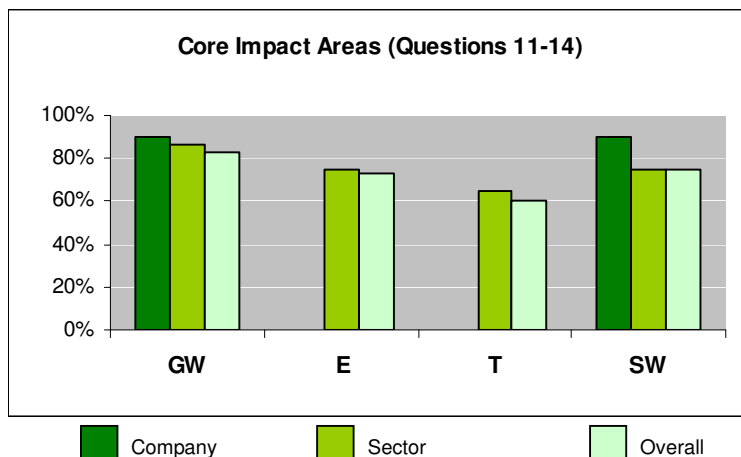
Section 2: Environmental Performance

Environmental performance measurement is defined as the extent to which companies measure their global environmental impacts, in key areas, and set specific targets to reduce them.

A. Core Impact Areas

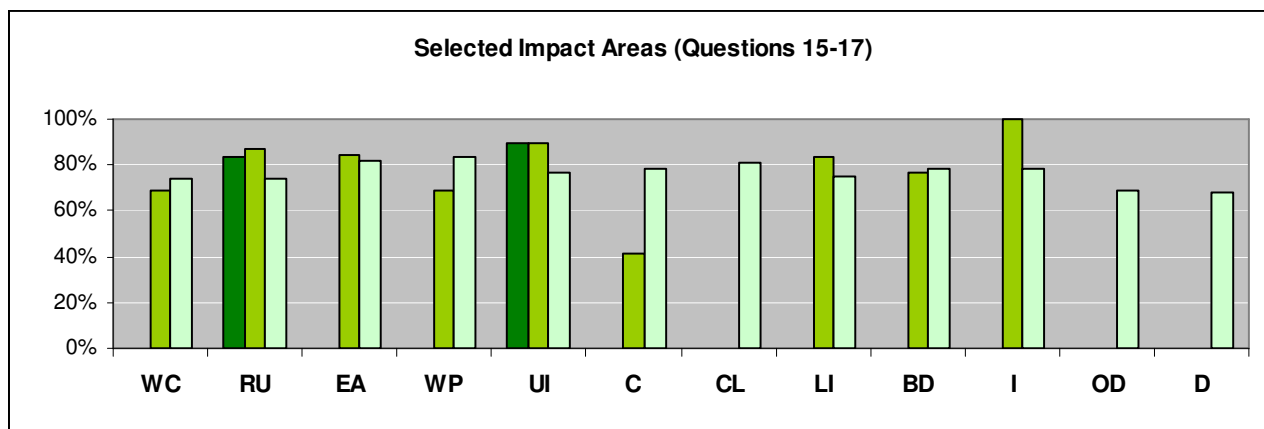
Your company's performance in the core impact areas is illustrated here. Each company was given a choice of completing the (i) Global Warming (GW) or (ii) Energy (E) and Transport (T) questions.

72.73% of companies within **your sector** chose Global Warming and **27.27%** chose Energy and Transport. All companies were required to answer the Solid Waste (SW) question.



B. Selected Impact Areas

In addition to the Core Impact Areas, companies were asked to report on two self-selected significant impact areas. The areas selected by your company and sector are highlighted below.



Key: WC Water Consumption, RU Resource Use, EA Emissions to Air, WP Water Pollution, UI Unplanned Environmental Incidents, C Chemical Use, CL Contaminated Land, LI Local Impact, BD Biodiversity, I Indirect Impacts, OD Ozone Depletion, D Design

The Index Model explained

The Index enables companies to assess the extent to which environmental responsibility is integrated within their different business functions, and provides them with a benchmark in terms of both environmental management and performance.

Where less than three companies from a given sector participated in the Index, the performance of those companies has been compared with that of the relevant economic group.

The Management and Performance sections have been equally weighted at 45%, while the Assurance section (which covers the entire survey) has been weighted at 10%. Within each section, questions have been equally weighted, except for the Supply Chain and Stewardship questions, which have a slightly higher weighting, and the Global Warming question, which alone carries the same weight as Energy plus Transport.

If you would like a quote from Business in the Environment with regards to your performance in the Environment Index 2003 (e.g. for use in your internal/ external communications), or for further details about our benchmarking and advisory services, please contact the Environment Team at Business in the Community at: bie@bitc.org.uk