

NATIONAL EXPRESS

NATIONAL EXPRESS GROUP PLC, TRAINS DIVISION, MELTON HOUSE,
65-67 CLARENDON ROAD, WATFORD, WD1 1DP
TELEPHONE 01923 207772 FAX 01923 207069

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bijl. 57 R.V.

22 July 1999

Tel:- 01923 207772

Fax:- 01923 207069

Mr M Wiedenhof
Ministry of Transport, Public Works and Water Management
Project Organisation HSL
PO Box 43
3500 AA Utrecht
The Netherlands

Venw/D&MO. 2009/4716

Dear Mr Wiedenhof

Interest Registration - HS Services Contracts

Please find attached hard copy of the Registration Form, confirming email file already sent.

As agreed with Bas van Os, we shall be completing the consultation questions on page 18 of the registration document, and these will be available during August.

Yours sincerely,

Richard Goldson
Director, Commercial Development, NEG Trains Division

Enc. *registratie form*



Venw/D&MO-2009/4716.01

A Interest registration - HS-services contract(s)

Please answer all the questions below to register as an interested party for (one of) the contracts over HSL-Zuid.

I Details of Company

Name	National Express Group plc
Current Trading Name	National Express
Previous Trading Names (if different)	None
Principal Address	Worthy Park House, Abbots Worthy, WINCHESTER, SO21 1AN UK
Name of contact person	Richard Goldson Melton House, 65 – 67 Clarendon Road, WATFORD WD1 1DP, UK
Telephone	+44 (0) 1923 207772
Facsimile	+44 (0) 1923 207069
E-mail	goldsonr.nlr@ems.rail.co.uk
Type of Organisation	Public Limited Company
Country of Registration	England
Registration Number	2590560
Year of Registration	20 th October 1992
Describe the nature of the business and the services the company provides.	National Express (NX) is a major integrated transport company providing coach, bus, train and airport services in the UK, USA, Australia and mainland Europe.
Is the company a subsidiary of another organisation?	No.
If yes, please provide name of the parent company	N/A
What interest does the parent company have in the company?	N/A

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II Type of contract(s)

1. Assuming the objectives and conditions laid out in this document and assuming both international and domestic contracts will be publicly offered, do you intend to register for:

• International transport contract	yes
• Domestic transport contract	yes
• The combination of the two	possibly

III Expertise

NB. Any company or consortium with adequate passenger transport experience can register as potential operator on HSL-Zuid. In a later phase consortia can still be formed or modified, provided there is a registered operator as a member in the consortium.

<p>1. What is the specific expertise and/or experience that your company can bring to attract and accommodate passengers and make HSL-Zuid transport services a success?</p>	<p>National Express has built its business by accurately understanding market demand for passenger transport services and providing service and customer satisfaction levels which enable each operation to develop its growth potential. We do not have a universal formula for doing this and believe that each market is unique; the key is that we work hard to understand and satisfy the particular characteristics of each. In relation to the HSL-Zuid opportunity, we believe that integrating the services of HSL into existing rail, bus air and road services will be key so that customers fully benefit from the time savings which are potentially available compared with air and car alternatives.</p>
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<p>2. Please describe the activities or projects relevant to HSL-Zuid transport services that you are or were involved in. Please include in your description:</p>	<p>The principal relevant activities are shown below. In the case of Eurostar, figures relate to the entire Eurostar Group operation where we have a current 40% share in the management company (ICRR) of the UK arm (Eurostar UK Ltd.).</p>		
	Midland Main Line	Eurolines	Eurostar
mode of transport	High Speed Inter City Rail Passenger Services	International Coach Operations	High Speed International Rail Operations
number of passenger trips per year, number of passenger kilometres per year,	<ul style="list-style-type: none"> • 6.7m passenger journeys; • 834m passenger-km. 	<ul style="list-style-type: none"> • 543,000 passenger journeys • 6,003,000 vehicle-km. (Passenger-km not available) 	<ul style="list-style-type: none"> • 6.3m passenger journeys; • 3,000m passenger-km.
type of involvement (operator running trains, ticketing and distribution, additional customer services, etc)	Franchised operation through UK Government (OPRAF). Includes train service operation, ticketing and distribution, station operations, all customer service operations including provision of full classic on train catering service.	International coach operations, including Anglo-Dutch scheduled services. Ticketing and distribution.	Provision of high speed International rail services in co-operation with other members of Eurostar Group (SNCF and SNCB). Includes train and station service operations, distribution and ticketing and provision of full rolling stock maintenance services.
annual turnover in passenger transport (at least €50m per year)	£85.4m (€130m)	£17.2m (€25.9m)	£350m (€534m)
relevance to, lessons learnt for HSL-Zuid	Needs of motorists if they are to be attracted to rail from congested and overused motorways. Delivery of very high levels of reliability when combined with very high levels of rolling stock utilisation.	Dutch cultural and business environment.	<ul style="list-style-type: none"> • Service requirements of different nationalities. • Importance of objective demand forecasting. • Impact of competitive environment especially low cost airlines

<p>3. Do you intend to form a consortium or otherwise expand to pre-qualify for operation of transport services and accommodation of passenger over HSL-Zuid. If so, what types of partners/expertise (banks, local transport companies, travel agencies, etc) would you engage and would your choice for partners in your consortium be different depending on whether you bid for the international and/or the domestic contract(s)?</p>	<p>Our existing expertise covers most of the areas involved.</p> <p>Rolling Stock provision and finance is one area where we shall consider external involvement, though this need not be in a consortium partnership role.</p> <p>We shall also consider the possibility of local partners in particular with reference to:-</p> <ul style="list-style-type: none">• Distribution and ticketing• Rolling Stock Maintenance• Catering Supply and Provision
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