

Shareholder information

Financial calendar

The date, time and venue of the Annual General Meeting are set out on page 65.

Final Ordinary Dividend	1.5p per share paid on 1 July 2002
Interim Results to 30 June 2002	Announced on 11 September 2002
Interim Ordinary Dividend	Payable in January 2003
Preference Dividends	Payable on 31 March and 30 September in each year

Company information

Registered Office: 1 The Square, Stockley Park, Uxbridge, Middlesex UB11 1TD Tel: 020 8210 5000

Registered in: England No.104998

Registrars: Capita IRG plc, Balfour House, 390/398 High Road, Ilford, Essex IG1 1NQ Tel: 0870 162 3100

Dividend mandates

If you wish dividends to be sent directly into a bank or building society account, you should contact the Registrars for a dividend mandate form.

Capital Gains Tax

For the purpose of Capital Gains Tax the market value of Ordinary shares on 31 March 1982 was 62.75p after adjustment for the 1 for 1 capitalisation issue in 1987. The market value of Ordinary shares on 18 May 1993, 5 November 1993 and 18 May 1994, the dates of the issue of shares following the offer of enhanced share dividends, were respectively 229.685p, 267.25p and 227.25p.

Market values of securities

The market value and balance sheet carrying values of the Group's traded securities at 31 December 2001 are available at the Registered Office.

Analysis by category	Numbers of shareholders	Number of ordinary 20p shares
Banks and nominee companies	1,468	597,721,359
Individuals	25,896	50,990,045
Insurance companies	22	39,164,037
Other institutions	227	15,522,247
Investment trusts	29	1,753,773
Pension funds	5	209,412
	27,647	705,360,873

Analysis by shareholding	Numbers of shareholders	Number of ordinary 20p shares
Under 1,000	16,699	6,342,721
1,000-5,000	8,629	19,130,287
5,001-50,000	1,937	25,864,504
50,001-100,000	97	7,102,246
100,001-500,000	160	34,878,793
Over 500,000	125	612,042,322
	27,647	705,360,873

Unsolicited mail

The Company is obliged to make its share register available to members of the public and organisations on payment of a prescribed fee. This may result in shareholders receiving unsolicited mail. If you wish to limit the receipt of unsolicited mail you should write to:

The Mailing Preference Service
FREEPOST 22
London W1E 7EZ