PILKINGTON

INTERIM REPORT

Half year to 30th September 2002

Adding value through innovation in glass

Pilkington is a high technology business.

Our expertise in compositions and coatings is applied to the manufacture of glass which, depending on the need, will keep energy either in or out of buildings and vehicles, resist fire, attenuate noise and even clean itself.

Our understanding of the physics of glass is applied to make products, many of complex shape, which are strong, durable and optically appealing.

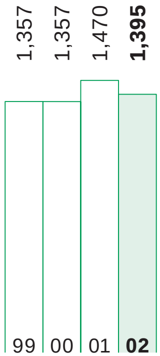
Our manufacturing skills enable us to translate innovations competitively into value-added products, adding value through innovation in glass.

Front cover image: The rebuilt Winter Garden at the World Financial Center, New York, features a stunning new Pilkington Planar™ structural glass façade, supplied by W&W Glass Systems Inc, the sole distributor of the Pilkington Planar™ system in the United States.

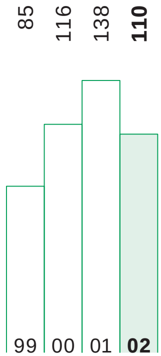
FINANCIAL RESULTS

Half years to 30th September

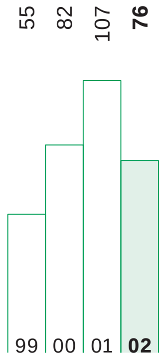
£ MILLION
Turnover



£ MILLION
Operating profit before exceptional items



£ MILLION
Profit before goodwill amortisation, exceptional items and taxation



Key features of the half year to 30th September 2002

- Results in line with recent Trading Update
  - – turnover £1.4 billion (2001, £1.47 billion)
  - – operating profit £110 million (2001, £138 million)
  - – profit before amortisation of goodwill, exceptional items and taxation £76 million (2001, £107 million)
  - – earnings per share before exceptional items 2.7 pence (2001, 4.2 pence)
- Net cash inflow before dividends £50 million (2001, £8m)

> “ As anticipated, market conditions in the first half were very challenging. In spite of this, Pilkington achieved positive free cash flow, a reflection of management’s determination to focus on cash generation now that the bulk of restructuring is complete. As we enter the second half, we expect market conditions to remain challenging.

CHAIRMAN’S STATEMENT SIR NIGEL RUDD

The Group’s results in the first six months of the year confirm the expectations we set out in our previous statements, and reflect difficult trading conditions in most of the markets in which the Group operates. The attainment of positive free cash flow in the first half year represents an important achievement. It is clear that the benefits produced by the extensive restructuring of the last five years are showing through in operational efficiencies and cash generation, putting Pilkington in a strong position to withstand the testing trading conditions we expect to continue in the next half year.

ACCOUNTING TREATMENT OF REDUNDANCY AND RESTRUCTURING COSTS

As announced at the presentation of the Group’s annual results for the year to 31st March 2002, the treatment of redundancy and restructuring costs has been revised such that in future these items will not in general be disclosed separately as an exceptional component of operating profit. Comparative figures in this half year statement have been re-presented on a consistent basis. Given the regular nature and amounts of redundancy and restructuring costs expected, the Board considers the revised disclosure is more appropriate. Further details are included in note 12 to the financial statements.

RESULTS

Turnover in the first half year was £1.40 billion, a reduction of five per cent on the £1.47 billion achieved last year. Operating profits of Group businesses were £87 million, down from £115 million last year. Operating profits of joint ventures and associates were maintained at £23 million.

Profit before goodwill amortisation, exceptional items and taxation was £76 million, down from £107 million for the same period last year but on a par with last year’s second half. Shareholders will recall that the results for the first half of 2002 were the best for a decade.

Net cash flow from operating activities was £154 million, £10 million better than last year. Cash flow before dividends, the management of liquid resources and financing improved from £8 million last year to £50 million this year and clearly demonstrates the focus that management is now placing on cash. Net debt at £689 million has declined by £15 million in the first half year.

EARNINGS AND DIVIDEND

Earnings per share fell from 4.2 pence to 2.8 pence. The interim dividend has been maintained at 1.75 pence per share. The dividend will be paid on 20th December 2002 to shareholders on the register at

Against this background, management's emphasis on improving the competitiveness of Pilkington's manufacturing base, through overhead reduction and increasing efficiencies, continues. This, together with Pilkington's portfolio of innovative products, will help to ensure that the Group remains resilient in these testing markets."

6th December 2002. A scrip alternative will again be offered to shareholders. The scrip dividend share value will be calculated on the basis of the average of the middle market quotation of Pilkington shares on the London Stock Exchange for the five dealing days commencing on 4th December 2002 and ending on 10th December 2002. The last date for the cancellation of an existing scrip dividend mandate and for the completion and return to the Registrars of a new scrip dividend mandate is 12th December 2002.

HYPERINFLATIONARY ACCOUNTING IN ARGENTINA

Following the collapse of the Argentinean peso last January, Argentina's inflation rate has increased dramatically to the extent that conditions now meet the criteria set out in UITF 9 for hyperinflation accounting. Consequently the results of the Group's Argentinean businesses have been accounted for in accordance with the indexation rules under UITF 9. This has reduced profit before tax for the first half year by £5 million and increased equity shareholders' funds by £10 million at 1st April 2002, as compared to historical cost accounting rules.

REVIEW OF OPERATIONS

Building Products

As anticipated, markets for Building Products remain difficult, with the exception of the United Kingdom and Australia, where demand has been strong. The restructuring actions taken over the past few years have significantly strengthened Pilkington's ability to compete in these testing market conditions.

Building Products sales, including joint ventures and associates, were £744 million, down one per cent. Operating profit before amortisation of goodwill of £84 million was £33 million down on the same period last year.

Our European Building Products business, representing around 60 per cent of Building Products sales in total, continues to be affected by the slowdown in continental European markets. Float selling prices were under pressure, but have now stabilised at a level around 10-12 per cent below the average for last year. In response to the reduced level of demand we extended the planned shutdown for cold repairs of our float glass plants at Gladbeck in Germany and at Venice, Italy. Both plants are now back in full production.

In contrast, the market in the United Kingdom has been robust, underpinned by the rapid increase in the use of low emissivity glass in buildings, a legislative requirement since 1st April 2002. This has benefited both our primary and our processing and merchanting businesses in the UK.

Pilkington Activ™ self-cleaning glass has now been launched in all our principal European markets. Market reaction to the new product has been very positive, although uptake is slower than anticipated, reflecting reduced activity in markets overall.

Building Products North America, accounting for approximately 15 per cent of Building Products sales, has been affected by the contraction in commercial building, which is its prime focus, although the residential market has been strong. In July, the Ottawa float plant was taken down for repair early and is now back in full production.

Sales of our 35 per cent-owned Mexican associate Vitro Plan SA de CV (VVP) were similar to last year, with the consolidation of a full period's results from Cristal Glass in Spain, offsetting the impact of the softness of the US economy and consequent pressure on prices, especially on the West Coast. Results were also affected by the temporary shutdown of one float furnace, and operating profits in sterling terms were approximately 30 per cent below those of the first half of last year.

Our South American operations have performed well despite economic recession, currency devaluation and hyperinflation in Argentina, and devaluations and political uncertainty in Brazil, which made trading in these markets difficult.

Results for the year to date of our Australian business, representing approximately 10 per cent of Building Products sales, are very encouraging. The Australian housing market continues to be strong, with some glass products in short supply.

Sales of our 19 per cent owned associate in China, SYP, continue to grow, though pressure from new competitive floats has resulted in lower profits than the first half of last year.

Automotive Products

Automotive Products sales, including associates and joint ventures, were £648 million, a reduction of two per cent on the first half of last year. Operating profit before amortisation of goodwill was £43 million, up 13 per cent on the equivalent period in 2001.

European light vehicle sales and production were around four per cent down on the first half of last year, with only the UK market showing signs of growth. Despite this lower vehicle production, our European Automotive glass business, accounting for approximately half the Group's Automotive glass sales, has held up well, due to new model introductions and solid Automotive Glass Replacement (AGR) sales.

Demand for buses, coaches and trucks in Europe is beginning to improve and aftermarket AGR demand continues to be firm.

Profits from the European Automotive business have been sustained at around the level of last year, reflecting the continuing benefits from the restructuring actions of recent years, combined with an on-going improvement programme.

In North America, light vehicle sales have been maintained, assisted by Original Equipment (OE) manufacturers' incentive programmes. Vehicle production is five per cent higher than last year, in a flat sales market, as vehicle inventories are replenished. In the AGR market demand has softened.

Profits from the North American Automotive business are ahead of last year, reflecting the benefits of the restructuring programmes and operational improvements. This improvement in margin was accomplished despite a reduction in sales, which was largely due to the end of the Ford supply contract.

VVP's automotive glass sales have held up well overall as an increase in sales in the AGR market largely compensated for the impact of the slower OE segment. Plant productivity gains have improved profitability.

Demand for vehicles in South America has fallen with the economic recession. Nevertheless, operating profits have been maintained. The results of our Automotive OE business in Australia have improved significantly.

The slump in civil aviation markets continues to affect Pilkington Aerospace's business, but sales and operating profits have, nevertheless, been maintained at last year's levels.

OUTLOOK

As we anticipated in our statements over the past year, the challenging market conditions experienced in the second half of 2002 have continued into the first half of the current financial year. We expect these conditions to continue into the second half of this year. The significant improvement in our competitiveness achieved over the last five years is helping to mitigate the impact of these tough markets.

Sir Nigel Rudd
Chairman

GROUP PROFIT AND LOSS ACCOUNT

	Note	**Half year to 30th September 2002 £m**	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
Turnover				
Group's continuing operations	1	**1,224**	1,305	2,471
Share of joint ventures' and associates' turnover	3	**171**	165	334
Turnover including joint ventures and associates		**1,395**	1,470	2,805
Operating profit				
Group's continuing operations	1	**87**	115	189
Share of joint ventures and associates	3	**23**	23	49
Operating profit including joint ventures and associates		**110**	138	238
Non-operating exceptional items	4	**1**	–	(12)
Profit before investment income and interest		**111**	138	226
Investment income		**–**	–	1
Net interest payable and similar charges	5	**(39)**	(36)	(66)
Profit on ordinary activities before taxation		**72**	102	161
Taxation	6	**(25)**	(38)	(61)
Profit on ordinary activities after taxation		**47**	64	100
Minority interests (including non-equity)		**(12)**	(12)	(26)
Profit attributable to shareholders		**35**	52	74
Dividends	11	**(22)**	(22)	(62)
Retained profit of the Group		**13**	30	12
Earnings per share		**2.8p**	4.2p	6.0p
Fully diluted earnings per share		**2.8p**	4.2p	5.9p
Dividends per share		**1.75p**	1.75p	5.0p
Profit before amortisation of goodwill, exceptional items and taxation		**76**	107	183
Profit before exceptional items and taxation		**71**	102	173
Earnings per share (excluding exceptional items)		**2.7p**	4.2p	6.8p

GROUP BALANCE SHEET

	30th September 2002 £m	30th September 2001 £m	31st March 2002 £m
Assets employed			
Fixed assets			
Intangible fixed assets	**155**	168	163
Tangible fixed assets	**1,440**	1,504	1,498
Joint ventures, associates and trade investments	**192**	219	239
	1,787	1,891	1,900
Current assets			
Stocks	**378**	393	412
Debtors	**469**	440	457
Investments – marketable	**20**	14	13
Cash at bank and in hand	**44**	41	44
	911	888	926
Creditors – amounts falling due within one year	**(586)**	(631)	(652)
Net current assets	**325**	257	274
Total assets less current liabilities	**2,112**	2,148	2,174
Financed by			
Creditors – amounts falling due after more than one year	**651**	586	626
Provisions for liabilities and charges	**499**	511	520
	1,150	1,097	1,146
Deferred income	**20**	21	20
	1,170	1,118	1,166
Capital and reserves			
Called up share capital	**628**	622	627
Reserves	**28**	106	80
Total equity shareholders' funds	**656**	728	707
Minority interests	**286**	302	301
	2,112	2,148	2,174

STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES

	Half year to 30th September 2002 £m	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
Profit attributable to shareholders	**35**	52	74
Other recognised losses:			
Exchange rate adjustment on net investments in Argentina at 1st April 2002, upon adoption of UITF 9 on hyperinflationary accounting	**10**	–	–
Exchange rate movements on foreign currency net investments arising in the period	**(75)**	(34)	(47)
Total recognised (losses)/gains	**(30)**	18	27

RECONCILIATION OF MOVEMENT IN SHAREHOLDERS' FUNDS

	Half year to 30th September 2002 £m	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
Profit attributable to shareholders	**35**	52	74
Dividends	**(22)**	(22)	(62)
Exchange rate movements on foreign currency net investments	**(65)**	(34)	(47)
Shares issued	**1**	5	10
Premium on shares issued	**–**	5	10
Net (decrease)/increase in shareholders' funds	**(51)**	6	(15)
Shareholders' funds at beginning of the period	**707**	722	722
Shareholders' funds at end of the period	**656**	728	707

GROUP CASH FLOW STATEMENT

	Half year to 30th September 2002 £m	Half year to 30th September 2001 Restated £m	Year to 31st March 2002 Restated £m
Net cash inflow from operating activities (note 9)	**155**	148	269
Exceptional items – termination of operations	**(1)**	(4)	(7)
	154	144	262
Dividends received from joint ventures and associates	**14**	6	9
Net cash outflow from returns on investments and servicing of finance	**(33)**	(44)	(73)
Taxation paid	**(14)**	(22)	(44)
Net cash outflow from capital expenditure	**(74)**	(66)	(154)
Net cash inflow/(outflow) from acquisitions and disposals	**3**	(10)	(5)
Net cash inflow/(outflow) before dividends, management of liquid resources and financing	**50**	8	(5)
Equity dividends paid by parent company	**(38)**	(31)	(45)
Management of liquid resources	**(7)**	22	21
Net cash inflow from financing	**–**	16	45
Increase in cash	**5**	15	16

RECONCILIATION OF NET CASH FLOW TO MOVEMENT IN NET DEBT

	Half year to 30th September 2002 £m	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
Net debt at start of the period	**(704)**	(656)	(656)
Increase in cash in the period	**5**	15	16
Cash outflow/(inflow) from management of liquid resources	**7**	(22)	(21)
Net decrease/(increase) in loans	**7**	(17)	(42)
Net decrease/(increase) in obligations under finance leases	**7**	1	(1)
Exchange rate adjustments	**(11)**	15	–
Net debt at end of the period	**(689)**	(664)	(704)

1 SEGMENTAL ANALYSIS OF TURNOVER AND OPERATING PROFIT

	Half year to 30th September 2002		Half year to 30th September 2001		Year to 31st March 2002	
	Turnover £m	Operating profit/(loss) £m	Turnover £m	Operating profit/(loss) £m	Turnover £m	Operating profit/(loss) £m
Building products	**624**	**67**	642	98	1,236	178
Automotive products	**597**	**37**	608	34	1,169	40
Group operations and technology management	**3**	**(12)**	55	(12)	66	(19)
Goodwill amortisation	**–**	**(5)**	–	(5)	–	(10)
	1,224	**87**	1,305	115	2,471	189
Europe	**725**	**70**	715	91	1,414	162
North America	**348**	**12**	375	17	695	16
Rest of the world	**148**	**17**	160	19	296	30
Group operations and technology management	**3**	**(12)**	55	(12)	66	(19)
	1,224	**87**	1,305	115	2,471	189
Segmental analysis with goodwill amortisation analysed to business lines:						
Building products	**624**	**64**	642	95	1,236	172
Automotive products	**597**	**35**	608	32	1,169	36
Group operations and technology management	**3**	**(12)**	55	(12)	66	(19)
	1,224	**87**	1,305	115	2,471	189

The segmental analysis of operating profit has been re-presented, as described in note 12.

The Rossford float plant in Ohio, USA was transferred from Building Products to Automotive Products in the half year to 30th September 2002. The external turnover and operating profit in the half year to 30th September 2001 amounted to £4 million and £nil respectively and in the year to 31st March 2002 amounted to £7 million and £4 million respectively.

2 SEGMENTAL ANALYSIS OF NET OPERATING ASSETS

	Half year to 30th September 2002 £m	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
Building products	**766**	825	805
Automotive products	**626**	604	625
Group operations and technology management	**2**	(17)	(3)
Goodwill	**155**	168	163
	1,549	1,580	1,590
Europe	**1,006**	983	1,001
North America	**299**	309	331
Rest of the world	**242**	305	261
Group operations and technology management	**2**	(17)	(3)
	1,549	1,580	1,590
Segmental analysis with goodwill analysed to business lines:			
Building products	**865**	932	910
Automotive products	**682**	665	683
Group operations and technology management	**2**	(17)	(3)
	1,549	1,580	1,590

The Rossford float plant in Ohio, USA was transferred from Building Products to Automotive Products in the half year to 30th September 2002. The net operating assets transferred amounted to £49 million.

3 SHARE OF JOINT VENTURES AND ASSOCIATES

	Half year to 30th September 2002		Half year to 30th September 2001		Year to 31st March 2002	
	Turnover £m	**Operating profit £m**	Turnover £m	Operating profit/(loss) £m	Turnover £m	Operating profit/(loss) £m
Joint ventures						
Building products	**26**	**9**	23	8	48	14
Automotive products	**4**	**1**	3	–	7	–
	30	**10**	26	8	55	14
Europe	**7**	**2**	2	(1)	7	(3)
North America	**2**	**–**	1	–	3	–
Rest of the world	**21**	**8**	23	9	45	17
	30	**10**	26	8	55	14
Associates						
Building products	**94**	**8**	90	11	180	24
Automotive products	**47**	**5**	49	4	99	11
	141	**13**	139	15	279	35
North America	**130**	**12**	127	13	255	28
Rest of the world	**11**	**1**	12	2	24	7
	141	**13**	139	15	279	35
Total joint ventures and associates	**171**	**23**	165	23	334	49

The share of Associates' operating profit has been re-presented, as described in note 12. Additionally, the 2001 figures for Associates' turnover, as split by business line in respect of Vitro Plan SA de CV, have been revised to assist comparability.

4 NON-OPERATING EXCEPTIONAL ITEMS

The exceptional items in the half year to 30th September 2002 relate principally to the sale of Pilkington Automotive (Schweiz) AG, the Group's automotive glass replacement business in Switzerland.

The principal exceptional items in the year to 31st March 2002 were losses on the sale of fixed assets and investments of £3 million and losses on the sale and termination of operations amounting to £9 million.

5 NET INTEREST PAYABLE AND SIMILAR CHARGES

	Half year to 30th September 2002 £m	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
Interest payable on loans, overdrafts and leases	**27**	31	51
Less interest receivable	**(3)**	(5)	(4)
Other interest and similar charges	**4**	5	10
Share of associates' interest and similar charges	**11**	5	9
	39	36	66

6 TAXATION

	Half year to 30th September 2002 £m	Half year to 30th September 2001 £m	Year to 31st March 2002 £m
United Kingdom taxation	**4**	–	1
Overseas taxation	**12**	26	38
Deferred taxation	**5**	4	11
Share of joint ventures' taxation	**4**	4	6
Share of associates' taxation	**–**	4	5
	25	38	61

7 EARNINGS PER SHARE

The average number of shares for the purpose of calculating earnings per share was 1,245 million (30th September 2001 – 1,226 million, 31st March 2002 – 1,234 million). The average number of shares for the purpose of calculating fully diluted earnings per share was 1,253 million (30th September 2001 – 1,247 million, 31st March 2002 – 1,251 million).

8 EXCHANGE RATES

The principal exchange rates used for the translation of foreign currencies were as follows:

	Half year to 30th September 2002		Half year to 30th September 2001		Year to 31st March 2002	
	Average	**Closing**	Average	Closing	Average	Closing
US dollar	**1.51**	**1.57**	1.43	1.47	1.43	1.43
Euro	**1.58**	**1.59**	1.62	1.62	1.62	1.64

9 RECONCILIATION OF OPERATING PROFIT TO NET CASH INFLOW FROM OPERATING ACTIVITIES

	Half year to 30th September 2002 £m	Half year to 30th September 2001 Restated £m	Year to 31st March 2002 Restated £m
Operating profit	**87**	115	189
Depreciation	**87**	83	176
Amortisation of goodwill	**5**	5	10
Movements in working capital:			
– Stocks	**20**	(9)	(29)
– Debtors	**(10)**	–	12
– Creditors	**(18)**	(36)	(38)
Provisions	**(14)**	(11)	(52)
Other items	**(2)**	1	1
	155	148	269

10 NET DEBT

	30th September 2002 £m	30th September 2001 £m	31st March 2002 £m
Loans and overdrafts	**713**	675	714
Finance leases	**40**	44	47
Gross borrowings	**753**	719	761
Less cash and marketable investments	**(64)**	(55)	(57)
Net debt	**689**	664	704

11 DIVIDEND

The directors have declared an interim dividend of 1.75p per ordinary share (2001 – 1.75p) payable to shareholders who are on the register at the close of business on 6th December 2002. The dividend will be paid on 20th December 2002.

Shareholders with an existing scrip dividend mandate will automatically receive new shares in lieu of a cash dividend. Scrip dividend mandates are available from the company's Registrars (Computershare Investor Services PLC, PO Box 82, The Pavilions, Bridgwater Road, Bristol BS99 7NH; telephone 0870 702 0000) and on our website and should be completed and returned to the Registrars no later than 12th December 2002. Shareholders wishing to cancel an existing scrip mandate should also write to the Registrars before that date.

The offer of a scrip dividend alternative is subject to the terms of the Pilkington plc Scrip Dividend Scheme.

12 ACCOUNTING POLICIES AND RE-PRESENTATION OF PRIOR PERIODS

These results have been prepared on the basis of the accounting policies set out in the report and accounts for the year ended 31st March 2002.

In the financial statements to 31st March 2002 and in preceding periods, the Group treated all redundancy and restructuring costs as exceptional items charged against operating profit in the profit and loss account. In the notes to the financial statements operating profit before such charges was analysed in the business line and geographical segmental disclosures. Additionally, separate disclosures were made on the exceptional items in the notes.

The directors have reviewed this disclosure and have decided to make a change in reporting this period's results, in order to simplify the disclosure and provide a more representative presentation of the results of the business. In future, redundancy and restructuring costs incurred in the ordinary course of business will be charged directly against operating profit without separate disclosure as exceptional items because such costs will continue to be incurred in future periods. This change does not preclude the Group from disclosing other items, which are deemed to be material, as exceptional charges against operating profit in future periods.

As a result of the above change, the comparative figures for preceding periods have been re-presented. In the half year accounts, if this re-presentation is not fully discernible from previously published figures in either the profit and loss account or the notes to the financial statements, the related re-presentation has been described as restated. If the re-presentation is discernible from previously published figures then no such restated designation has been made.

Redundancy and restructuring costs have been re-presented. Exceptional items included within operating profit reported in the accounts for the half year to 30th September 2001 amounted to £13 million and comprised redundancy and restructuring costs of £11 million in the Group (Building Products £7 million, Automotive Products £3 million and Group Operations and Technology Management £1 million) and £2 million in an Associate.

The cash flow statement and the reconciliation of operating profit to net cash flow from operating activities in note 9 have been restated. In prior periods exceptional items included both redundancy and restructuring items and those relating to the disposal and termination of operations. The former items have been adjusted over the normal cash flow headings and the latter remain treated as exceptional items.

13 UNAUDITED HALF YEAR RESULTS

The results for the half year to 30th September are neither audited nor reviewed. Except where stated, the financial information for the full year to 31st March 2002 is an abridged version of the Group's annual report and accounts for that year, which has been delivered to the Registrar of Companies. The report of the auditors was unqualified and did not contain a statement under either Section 237(2) or 237(3) of the Companies Act 1985 (as amended).

This statement was approved by the directors on 30th October 2002 and has been sent to all shareholders. A copy can be obtained by the public from the Company Secretary, Pilkington plc, Prescot Road, St Helens WA10 3TT.

DIVIDEND

An interim dividend for the year ending 31st March 2003 of 1.75 pence per share, with scrip alternative, will be payable to shareholders, who are on the register on 6th December 2002.

The scrip dividend share value will be calculated on the basis of the average of the middle market quotations of Pilkington shares on the London Stock Exchange for the five dealing days commencing on 4th December 2002.

Shareholders with an existing scrip dividend mandate will automatically receive new shares in lieu of a cash dividend. Scrip dividend mandates are available from the company's Registrars and on our website and should be completed and returned to them no later than 12th December 2002. Shareholders wishing to cancel an existing scrip mandate should also write to the Registrars before that date.

PAYMENT OF DIVIDENDS DIRECTLY INTO BANK ACCOUNTS

If you currently receive dividends by cheque you may wish to consider having future dividends paid directly into your bank account. You will benefit from no postal delay, no risk of the cheque being lost and avoid the inconvenience of having to go to the bank or building society. In addition, this will help the company to minimise costs in the future which will benefit all shareholders. You will be sent confirmation of the payment with your tax voucher. Simply complete a mandate form available from the company's Registrars or the form may be downloaded from their website.

Financial calendar

Announcement of results	30th October 2002
Ex-dividend date	4th December 2002
Record date	6th December 2002
Latest return date for scrip dividend mandates or cancellation of existing mandates	12th December 2002
Dividend payment date and first date of dealing in scrip dividend shares	20th December 2002
Announcement of final results	29th May 2003
Annual General Meeting	28th July 2003
Final dividend payment date (to be confirmed)	August 2003

ELECTRONIC COMMUNICATIONS

It is now possible for the company to make certain communications (such as the Annual Report and Accounts) available to its shareholders electronically.

If you would like to receive future communications from the company by e-mail then you will need to register online at www.computershare.com/register/uk and then select Pilkington plc. You will need to have available, when you first log in, your Shareholder Reference Number (located on your share certificate or the tax voucher accompanying your most recent dividend). Alternatively, you can go to www.pilkington.com, Investor Relations section, and select Shareholder Communications. The use of electronic communications is entirely voluntary. If you wish to continue receiving communications from the company by post in the traditional manner then you need take no action.

CREATE A PORTFOLIO WITH INVESTOR CENTRE

Investor Centre is a free portfolio management system operated by the company's Registrars, which will enable you to view details of all your shareholdings that the Registrars administer. You are able to add other shareholdings to the portfolio. The portfolio shows the current market value of your shareholding (prices are normally only 20 minutes delayed).

In addition, you can view price histories and trading graphs for all companies listed on the London Stock Exchange, and keep up to date with market news.

If you wish to use this service, register free with Investor Centre at www.computershare.com/investorcentre/uk by clicking on 'Register now'. You will need to have available your Shareholder Reference Number (located on your share certificate or the tax voucher accompanying your most recent dividend).
Please telephone 0870 873 5805 for Investor Centre enquiries.

REGISTER FOR E-MAIL ALERT SERVICE AT WWW.PILKINGTON.COM

+ Select 'Corporate Information', then 'E-mail Alert Service'
+ Enter your e-mail address
+ Choose what you want to receive.

You can unsubscribe from this service at any time.

AMALGAMATING YOUR SHAREHOLDING

If you receive duplicate mailings, it may be because we have more than one shareholding in your name. To ensure that your shares are registered correctly and amalgamated into one account, please contact the Registrars.

SHAREGIFT

The Orr Mackintosh Foundation operates a charity share donation scheme for shareholders with small parcels of shares whose value makes it uneconomical to sell them. Details of the scheme are available from the Company Secretary or on the ShareGift internet site, www.sharegift.org.

SHAREHOLDER CONTACTS

Contact	Address	Telephone	E-mail	Facsimile	
SHAREHOLDER ENQUIRIES					
Registrars: **Computershare Investor Services PLC**	PO Box 82 The Pavilions Bridgwater Road Bristol BS99 7NH	0870 702 0000 *Textphone 0870 702 0005	web.queries@ computershare. co.uk	0870 703 6116	www.computershare.com/investorcentre/uk (for information on shareholdings or downloadable forms)
SHARE DEALING SERVICE (Low cost postal dealing service)					
NatWest Stockbrokers Limited	Corporate and Employee Services 55 Mansell St London E1 8AN	Helpline: 0870 600 2050	contactces@ natwest.com	020 7895 5256	
PILKINGTON plc					
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*The Registrars can be contacted by Textphone which allows speech and hearing impaired people who have access to a Textphone to contact Computershare direct without the need for an intermediate operator. Specially trained operators are available during normal business hours.

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