



# Working with FirstGroup



**Our services help to create strong, vibrant and sustainable local economies and our opportunity is to be the provider of choice for our customers and communities.**

**We are the leading transport operator in the UK and North America and each day, every one of our 110,000 employees works hard to deliver vitally important services for our passengers.**

During the last year around 2.2 billion passengers relied on us to get to work, to school or college, to visit family and friends, and much more.

## Our business

We operate five divisions which draw on common skills and expertise, but which are varied by geography, customer base and a mix of contract backed and passenger revenue. Our broad footprint in the UK and North America gives us profound experience of two of the most developed markets in the world for transport services, and this breadth of expertise across different regulatory and contractual structures.

This means we can be confident that, whatever the specific transport challenge is, somewhere across our business we have already identified and implemented a solution which will work.

### First Student

The largest provider of student transportation in North America – more than twice the size of the next largest competitor.

### First Transit

One of the largest private sector providers of public transit management and contracting in North America.

### Greyhound

The only national operator of scheduled intercity coach transportation services in the US and Canada.

### First Bus

One of the largest bus operators in the UK, serving towns and cities across the country.

### First Rail

One of the UK's most experienced rail operators, running every type of service from Cornwall to Scotland.

## Our vision and values

**Our vision is to provide solutions for an increasingly congested world... keeping people moving and communities prospering.**



**Committed to our customers**

We keep our customers at the heart of everything we do.



**Dedicated to safety**

Always front of mind, safety is our way of life.



**Supportive of each other**

We trust each other to deliver and work to help one another succeed.



**Accountable for performance**

Every decision matters, we do the right thing to achieve our goals.



**Setting the highest standards**

We want to be the best, continually seeking a better way to do things.

## Our expertise

**We know transport. We design and operate more networks, we hire and train more employees, we procure, maintain and deploy more vehicles, we work with more local communities, and we do more of all these activities than any other company.**

Somewhere in our operation we have already developed best practice for virtually every element of our work. And if we haven't yet, we have the breadth of employee knowledge and experience to know where to find it.

### A market leader

Our experience in the UK bus and rail markets, and in the student transportation, transit and intercity coach markets in North America, is unrivalled. As well as serving a huge range of passengers in the UK and North America, we work with national governments, state and local authorities, school boards and universities to meet their transport needs.

### Delivering value through partnership

Partnership is at the heart of our success across our businesses. We work closely with procuring authorities, industry partners and communities everywhere, so we can best understand and respond to their specific needs and deliver solutions to congestion, helping stimulate the local economy and deliver good value for customers.

In turn, stakeholders know that by working with us, they have access to our depth of knowledge and vast experience, which includes the latest thinking and the best of our global expertise.

### Diversity delivering solutions

Each of our businesses has a market-leading position in a sector which is key to driving economic growth and essential to creating strong and sustainable communities. As a private sector operator we are well-placed to deliver the most innovative and efficient solutions to the congestion which results from the growth of urbanisation across the world.

We continuously improve our performance by sharing best practice across our businesses. This allows us to deliver high quality, safe and reliable services which meet the needs of customers and the communities we serve.

### Global expertise meeting local needs

Through our scale we have developed expertise across many markets, sectors and regulatory regimes. We focus on engaging with different partners and stakeholders and building effective relationships to enhance our ability to deliver. We harness our global expertise to deliver the transport solutions most appropriate to local needs.

### Making the most of our people and assets

Our scale means that an integral skill for FirstGroup is employing and training professional, dedicated employees committed to our customers and their safety; and procuring, deploying and maintaining a wide variety of vehicle fleets and other assets. We hire, train and manage around 110,000 employees to procure, maintain and operate combined fleets of around 69,000 vehicles.

## “Partnership

is at the heart of our success.”

## “Our experience

in the UK and North America is unrivalled.”

“Through our scale we have developed

**expertise** across many sectors.”

“We provide **solutions**

that create vibrant local economies.”

“**110,000 employees**

carry 2.2bn passengers.”

“We continuously

improve performance

by sharing **best**

**practice** across our businesses.”

