

FirstGroup plc (LSE: FGP) is one of the leading private sector operators of public transport

We have a diverse portfolio of transport services including bus, rail, coach, tram and cable car operations that provide efficient, reliable, safe and increasingly sustainable transport links that connect communities. Our businesses are at the heart of our communities and the essential services we provide support the delivery of wider economic, social and environmental goals.



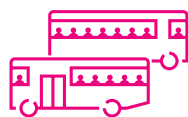
c.£1.4bn

FY25 adjusted
revenue



c.30,000

colleagues



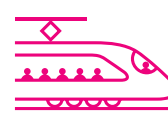
c.6,000

buses and
coaches



c.2 million

passenger
journeys a day



c.1,800

locomotives and
rail carriages

First Rail

First Rail has more than 25 years of experience in the rail sector, including as one of the UK's leading operators for a number of years.

Open access

Open access rail services are provided entirely at the operator's own commercial risk and bring private investment into the sector. We have two open access rail operations, Hull Trains and Lumo. We also operate the Heathrow Express rail service on behalf of Heathrow Airport.

Government-contracted operations

We have two DfT TOCs, Great Western Railway (GWR) and West Coast Partnership (WCP), which includes Avanti West Coast.

Transport for London contracts

We operate London Trams and the London Cable Car on behalf of Transport for London.

Additional services

First Rail's Additional services businesses, First Customer Contact, Mistral Data and First Rail Consultancy, offer a variety of solutions for the rail industry, bringing experience, expertise and benefits to the sector.



first bus

First Bus is one of the largest bus companies in the UK, with decades of experience working closely with local authorities and partners across the UK and Ireland. We carry more than a million passengers a day and serve more than 25% of the UK population with our regional and London bus services.

Regional bus services

We provide tendered bus services for local authorities and are a leading operator in the majority of our local areas, including major urban centres such as Glasgow, Bristol and Leeds.

First Bus London

First Bus London was established in February 2025 following the acquisition of RATP London. We operate c.90 Transport for London routes in west and central London from ten depots, serving c.180 million passengers annually.

Adjacent services

Alongside the operation of our commercial networks, our Adjacent services business provides a range of bus and coach services including for schools, private tour operators, airports and airlines, distribution centres and major construction sites.



Our strategic pillars

Our four strategic pillars support us to drive value and sustainable growth and lead the way in our sector.

Deliver day in, day out



- Deliver a consistently safe and reliable customer experience
- Win or extend key contracts in Bus and Rail
- Pricing strategies to enhance customer value, drive demand and improve yield
- Operational excellence to improve customer experience, reliability and cost efficiency

FY 2025 highlight

In December 2024, First Bus launched a refreshed brand alongside a new campaign, 'Moving the everyday', highlighting the integral role buses play in connecting people to their local communities.

Drive modal shift



- Drive a step change from car and air travel to bus and rail
- Grow First Rail open access to stimulate demand and provide increased connectivity
- Focus the First Bus customer proposition to increase usage
- Increase First Bus Adjacent services where the car is becoming less attractive

FY 2025 highlight

During FY 2025, we continued to build on the success of our two open access rail operations, Hull Trains and Lumo. By making rail services accessible, reliable, affordable and attractive to passengers, we are at the forefront of driving modal shift.

Lead in social and environmental sustainability



- Deliver our decarbonisation commitments
- Continue the First Bus fleet and infrastructure decarbonisation and build out adjacent electrification opportunities
- Support prosperity, growth and green jobs in the communities we serve
- Contribute to an economy-wide climate transition through modal shift to bus and rail travel

FY 2025 highlight

The publication of our first Climate Transition Plan in March 2025 was an important step in our sustainability journey. It sets out our comprehensive strategy to meaningfully reduce emissions, manage climate-related risks, drive modal shift and contribute to growth and prosperity in the communities we serve.

Diversify our portfolio



- Invest to grow and diversify our portfolio and ensure our business is resilient
- Grow the First Rail open access portfolio and scale the affiliate businesses
- Continue to grow our First Bus Adjacent services portfolio and geographical footprint
- Actively pursue bus franchise and partnership opportunities

FY 2025 highlight

The acquisition of RATP London in FY 2025 allows us to diversify and materially grow our earnings in the medium term and will bolster our credentials as we participate in future franchising opportunities across the UK.