

Set out below is a guide to commonly used financial, industry and Group related terms in the Annual Report and Accounts. These are not precise definitions and are included to provide readers with a guide to the general meaning of the terms.

<p>AGM Annual General Meeting</p> <p>ASE National Institute for Automotive Service Excellence, a US non-profit organisation promoting excellence in vehicle repair.</p> <p>BAYE Buy As You Earn</p> <p>The Board The Board of Directors of the Company</p> <p>CAF Construcciones y Auxiliar de Ferrocarriles, a Spanish train manufacturer</p> <p>CGU Cash Generating Unit</p> <p>CO₂(e) Carbon dioxide equivalent, allowing other greenhouse gas emissions to be expressed in terms of carbon dioxide based on their relative global warming potential. Usually expressed as per kilometre or per passenger kilometre</p> <p>Company FirstGroup plc, a company registered in Scotland with number SC157176 whose registered office is at 395 King Street, Aberdeen AB24 5RP</p> <p>CPI Consumer price index, an inflation measure that excludes certain housing-related costs</p> <p>Defra Department for Environment, Food and Rural Affairs (UK Government)</p> <p>DfT Department for Transport</p> <p>Dividend Amount payable per ordinary share on an interim and final basis</p> <p>EABP Executive Annual Bonus Plan</p> <p>EBITDA Earnings before interest, tax, depreciation and amortisation, calculated as adjusted operating profit less capital grant amortisation plus depreciation</p> <p>EBT Employee benefit trust</p> <p>EPA United States Environmental Protection Agency</p>	<p>EPS Earnings per share</p> <p>GHG Greenhouse gas emissions</p> <p>GPS Global positioning system</p> <p>Group FirstGroup plc and its subsidiaries</p> <p>GWR Great Western Railway franchise</p> <p>IAS International Accounting Standards</p> <p>IFRS International Financial Reporting Standards</p> <p>KPIs Key performance indicators, financial and non-financial metrics used to define and measure progress towards our strategic objectives</p> <p>LBG London Benchmarking Group, an organisation that has created a framework for measuring community impact</p> <p>LGPS Local Government Pension Scheme</p> <p>Like-for-like revenue Revenue adjusted for changes in the composition of a divisional portfolio, holiday timing, 53rd week, severe weather and other factors, for example engineering possessions in First Rail, that distort the year-on-year trends in our passenger revenue businesses</p> <p>Local authority Local government organisations in the UK, including unitary, metropolitan, district and county councils</p> <p>LTIP Long-Term Incentive Plan</p> <p>Net cash flow 'Net cash inflow' is described in the table shown on page 27 of the financial review</p> <p>Net debt The value of Group external borrowings excluding the fair value adjustment for coupon swaps designated against certain bonds, excluding accrued interest, less cash balances</p> <p>Network Rail Owner and operator of Britain's rail infrastructure</p>	<p>NOx A generic term for the nitrogen oxides that are most relevant for air pollution</p> <p>Ordinary shares FirstGroup plc ordinary shares of 5p each</p> <p>PLC Public limited company</p> <p>PPM The rail industry's Public Performance Measure reflects punctuality and reliability. Trains are deemed punctual if they arrive at their destination, having made all timetabled stops, within five minutes of scheduled time for London and South East and regional/commuter services and ten minutes for long distance trains</p> <p>RDG Rail Delivery Group</p> <p>Road divisions References to the 'Road' divisions combine First Student, First Transit, Greyhound, First Bus and Group items</p> <p>ROCE Return on capital employed is a measure of capital efficiency and is calculated by dividing adjusted operating profit after tax by all year end assets and liabilities excluding debt items</p> <p>SAV Shared Automated Vehicles are low-speed driverless vehicles that are shared between multiple users</p> <p>SAYE Save As You Earn</p> <p>SWR South Western Railway franchise</p> <p>TfL Transport for London, the local government organisation responsible for most aspects of London's transport system</p> <p>TOC Train operating company</p> <p>TPE TransPennine Express rail franchise</p> <p>TSR Total shareholder return, the growth in value of a shareholding over a specified period assuming that dividends are reinvested to purchase additional shares</p>
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