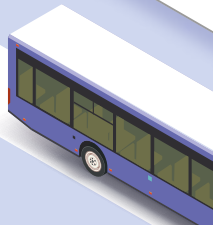
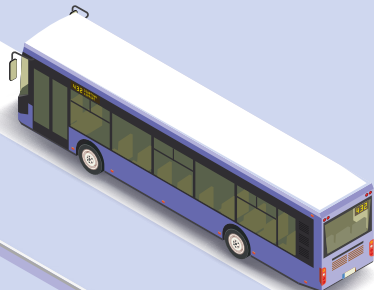


# Keeping people moving & communities prospering 2017/18

a focus on **First Travel Solutions-Delivering Better Experiences**



**First**  **Travel Solutions**

# Introduction from the MD

We are the UK's leading supplier of vehicles for time sensitive, critical people movements delivered through a national and international network of approved suppliers.

Following our rebrand and new website last year, we have continued to develop our website and will soon offer online coach booking attached to our bespoke operations management system.

Our staff are at the very heart of our business and so it's been encouraging to see them participate and embrace our B2B training and communications focus this year.

We're delighted to continue working with existing clients such as easyJet, Titan, TPE, GWR, SWR, Capita and NCS.

We look forward to working on many more events into 2019 following our success in delivering managed transport solutions at Glasgow 2018 European championships and Boardmasters and Leeds Festivals for the second year running.

**Andy Scholey**  
Managing Director



Improving our customer offer

## New Technology

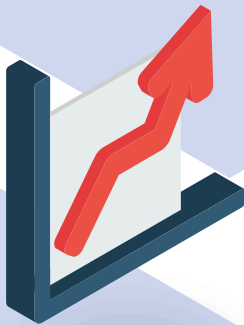
# The Supplier Portal

is an online system designed to support a range of supplier management tasks.

Suppliers form an integral part of the services we offer our clients.

Establishing transparent practices will further enhance working relationships and build trust.

The Supplier Portal is designed to provide suppliers with a secure access point to our dedicated supplier management processes and tools, to help us collaborate as successfully as possible.



**First**  Travel Solutions

**IAAF**

## First Travel Solutions (FTS)

were approached by the IAAF to assist with the safe and efficient movement of all world athletes from every country competing.

The logistics behind an event are key. FTS had staff in London from March 17 onwards. Their time was spent building timetables for the transport requirements and sourcing vehicles and drivers.

FTS then looked to recruit a bespoke team whose responsibility it was to ensure that no athlete was missed.

Supporting service delivery  
for our customers



## New Partners

# The new partnership

with Autocab improves the customer experience

The strategic partnership with Autocab enhances First Travel Solutions taxi network allowing the business to introduce an automated booking process for taxi operators using Autocab's dispatch solution.

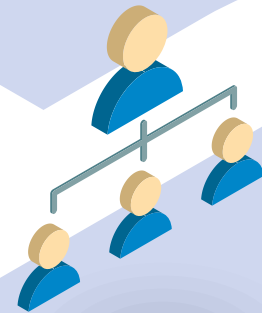
The integration creates seamless, automated end-to-end booking processes, delivering a wide range of benefits, including real-time passenger information and administration efficiencies.

## Safety

# ISO Recertification

We are dedicated to safety improvement and are committed to reducing our impact on the environment. In 2017/18 we have:

- Maintained an integrated management system (IMS) compliant with ISO 14001:2015 and OHSAS 18001:2007
- Continued to reduce our power usage
- Introduced recycling points
- Maintain our high safety record



**First Travel Solutions-Delivering Better Experiences**

Focus on performance

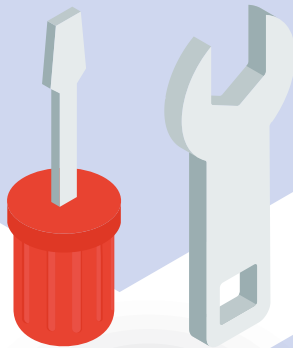
## Team Growth

# New Recruits

35 members to our Ground Team

Our ground Co-ordination team to support us with rail replacement contracts with South Western Railway and Great Western Railway.

Recruitment and training is key to success in rail replacement services that are as disruptive as possible to our clients customers.



## Awards

# Team Winners!

We were very proud to win the Be First Team Award for setting the highest standards.

We are also finalists for the Excellence Awards in a variety of categories including Change and Innovation, Team of the Year and Colleague of the Year. Fingers crossed for more success.

Strengthening our partnerships



## Festival Fun Boardmasters,

Leeds, Love Supreme and More!

We had a very busy summer in 2018 supporting many festivals with transport solutions in 2018 including Leeds Festival, Boardmasters and Love Supreme.

In total we transported over 8600 festival goers around Cornwall, Leeds and Brighton over 10 days.

## Glasgow 2018

# 8500 Athletes

Transported

Supporting major sporting events is something we have experience in - Glasgow 2018 was our 6th major sporting event.

We transported approximately 8500 athletes and team officials, and more than 300 technical officials across 60 services, with approximately 70 vehicles in operation per day.



**First Travel Solutions-Delivering Better Experiences**



# First Travel Solutions

## Contact us

First Travel Solutions Ltd

First Travel Solutions Ltd Unit 20  
Time Technology Park  
Blackburn Road  
Simonstone  
BB12 7TG

**Email Address for Customers:**  
[travel.solutions@firstgroup.com](mailto:travel.solutions@firstgroup.com)

Twitter: @firsttravelsol

**Contact phone number:**  
0333 2001852



## Our numbers in summary

Over 1 million

customers transported for our  
clients every year

On our 6th

major sporting event in the last 6 years

190 employees

A total of 1500  
suppliers across the country

ISO 9001,  
14001, 18001  
re-certifications

In 2017 FTS

operated 25,326 coach service journeys  
and 40,401 taxi service journeys