



Working with us

A guide for our supply chain partners

To help make working with us easier, we've put together this guide that'll tell you more about who we are, what we do and how we'd like to work with you to achieve our values.

Who we are

FirstGroup plc is the leading transport operator in the UK and North America. Every year more than 2.5 billion passengers rely on us to get them where they need to be, aiming to be the provider of choice wherever we operate.

First Travel Solutions Limited (FTS) is a subsidiary of FirstGroup plc, our expertise is in providing our customers and passengers with managed transport services such as bus, coach and taxi services.

Our vision and values are our purpose, the type of company we want to be and what we want to be known for by those who work with us.

How we work

We want to make working with us as simple and transparent as possible, you'll find the way we work with our customers and suppliers to be supportive. Once you're on board, we'll treat you as part of FirstGroup.

Being part of FirstGroup, we would like you to understand our business so we can understand yours. Supplier relationships are integral to our success because we depend on you, to help us deliver the products and services to meet the expectations of our customers.

We aim to work with our suppliers to match their innovative capabilities with our customers' requirements and welcome any suppliers where there is an opportunity for them to add value.

Buying services from you

When we buy services, we depend on our suppliers to help us to deliver the products and services that our customers need, on time and to the quality they expect. Poor performance or unethical conduct by a supplier could affect our credibility or even our ability to operate effectively and with integrity.

To help us do this, we have certain procedures that form how we work. These apply whether we are buying a product from you, or you are providing us with a service.



Our brand promise and values

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

Our values make our strategy deliverable on a day-to-day basis and promote the behaviours we need to develop at every level of our organisation:

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 things to achieve our objectives

Setting the highest standards

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

To ensure everyone is working towards the same high standards we must take a more consistent approach across FirstGroup. This means we all need to continually make sure that we are living our values in every aspect of our work.



Supply chain standards

Identifying and selecting suppliers who share our values and meet our standards.

We expect our suppliers to comply with legislation and to meet the same or equivalent standards as FTS on issues ranging from ethical conduct to health and safety and apply those standards in their own businesses.

Selecting and managing suppliers

Managing the approved supplier performance, risks and opportunities for improvement.

When selecting suppliers our due diligence process includes desktop research, supplier questionnaires and, in some cases site visits to assess and ensure standards are consistent with our expectations.

Sustainable procurement

Reducing the environmental impact of the products and services we buy, and ensuring we take responsibility for the effects on the environmental and social wellbeing.

Supporting suppliers

Supporting suppliers to maintain business continuity and helping them improve their performance by sharing in best practice.

We play an important role in promoting growth and innovation through our supply chain solutions and supporting our suppliers to strengthen their business.

We look forward to working together soon

Don't forget, if you have any questions, please contact us

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