



## The challenge

First Travel Solutions (FTS) were contracted by UEFA to provide high quality coaches to delegations including Teams, VIPs, Officials and Staff for the Euro 2020 matches, hosted at Wembley Stadium throughout the Euro 2020 finals.

Hosting all of England's group games, both Semi-Finals and Final, FTS provided vehicle procurement services, Management and Coordination staff to plan and execute the operational requirements, contracted third party branding professionals to wrap the coaches and assisted with route planning, design and testing.

## The solution

FTS' management team set up a temporary office within Wembley Park to support UEFA's planning team, allowing for faster reaction times to ad-hoc requests and enabling us to have sight of vehicle movements and performance.



**Transport for 3 client groups - Teams, VIPs and Staff**

Initially, during the planning stages of the event, FTS supplied a Project Manager and Deputy Project Manager who covered the main 3 client groups' (Teams, VIPs & Staff) transport requirements, increasing to 8 staff in total who assisted with vehicle recruitment for impromptu requests, provided passenger assistance when loading and alighting the vehicles and managed the Drivers, ensuring that their welfare was maintained.

COVID-19 posed several challenges to the Euro 2020 transport operation due to a UK-wide Driver shortage however, FTS proactively mitigated this by utilising our substantial network of vehicle suppliers and applying a forward-thinking approach to vehicle/Driver recruitment. The extensive COVID-19 testing processes required us to provide contingency Drivers in case of positive results, yet due to the strict isolation rules imposed on Drivers we managed 100% success in negative results.





## The result

Due to the tight schedule of a tournament such as Euro 2020, timekeeping is essential, and with the constraints of Wembley's internal tunnel, any deviation from the schedule could have had a negative impact on the team's approach to the match. FTS are proud to have ensured that all teams arrived safely and on time to Wembley, allowing them to perform to their utmost ability and without causing delays to the tournament schedule. Further, all VIPs attending the Final Dinner were transferred promptly and in line with the requests of the event organisers.

Safety is of the utmost importance to FTS, and we are pleased to report zero incidents or accidents involving our vehicles, ensuring the safety and wellbeing of all our passengers.

FTS have provided transport management services to many high-profile sporting events and understand that results and reactions to results can be unpredictable. Driver hours were considered in the event of extra time and penalties prolonging the matches and flexibility had to be factored in to allow for losing teams taking longer to exit the venue.

Overall, and despite the numerous challenges faced throughout Euro 2020, FTS were able to maintain a positive and professional relationship with our client and stakeholders and received encouraging and constructive feedback post event.

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