

Our Group

FirstGroup plc is the leading transport operator in the UK and North America with revenues of over £6 billion a year. We employ more than 130,000 staff throughout the UK and North America and transport some 2.5 billion passengers a year.



NORTH AMERICA CONTRACT BUSINESS

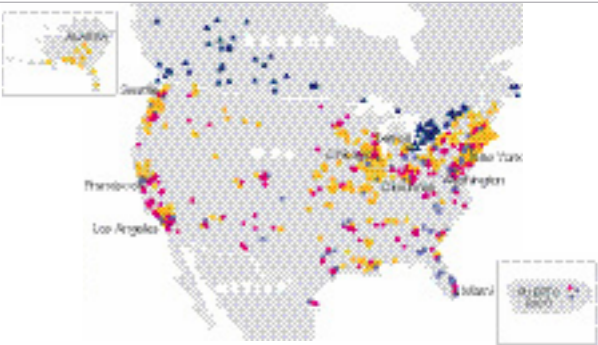
We are the leading provider of transportation services in North America. First Student is the largest provider of student transport with a fleet of approximately 60,000 yellow school buses operating every day across the US and Canada. First Transit is one of the largest private sector providers of transit management and contracting, managing public transport systems on behalf of Transit Authorities. We are one of the largest providers of airport shuttle bus services in the US and also manage call centres, paratransit operations and other light transit activities. First Services is the largest private sector provider of vehicle maintenance and ancillary support services in the US.



Find out more on page 13
www.firstgroup.com/north_america

Where we operate

- First Student
- First Transit
- First Services
- First Canada



GREYHOUND

Greyhound is the only national provider of scheduled intercity coach transportation services in the US and Canada. Greyhound provides scheduled passenger services to 3,800 destinations throughout North America carrying some 20 million passengers annually. We also operate BoltBus, a network of low cost, high quality intercity coach services linking city pairs within the North East corridor of the US. We have three operating subsidiaries in the US: Valley Transit Company (Texas-Mexico border), Crucero USA (southern California and Arizona into Mexico) and Americanos USA (Mexico from Texas and New Mexico). Greyhound PackageXpress provides package delivery services to thousands of destinations in North America.



Find out more on page 15
www.greyhound.com or www.greyhound.ca

Where we operate

- Greyhound network in the US
- Greyhound network in Canada
- Affiliated carriers in Mexico



UK BUS

We are the largest bus operator in the UK with a fleet of 8,500 buses and a market share of approximately 23%. We carry approximately 3 million passengers every day. The majority of our operations are in urban areas where the bus is the most effective means of tackling traffic congestion. We are working with local authorities and other stakeholders to provide punctual and reliable services for our customers and we continue to develop and promote effective partnerships. We also operate Greyhound UK providing regular intercity coach services on three routes between London and Bournemouth, Portsmouth and Southampton.



Find out more on page 16
www.firstgroup.com/ukbus

Where we operate

- UK Bus operations



UK RAIL

Our UK Rail division operates passenger and freight services in the UK. We have a strong balanced portfolio of intercity, regional and commuter franchises. Passenger rail franchises consist of First Capital Connect, First Great Western, First ScotRail and First TransPennine Express and one open access operator First Hull Trains. We operate the London Tramlink network on behalf of Transport for London carrying 28 million passengers annually. We are the UK's largest rail operator carrying over 280 million passengers a year.



Find out more on page 18
www.firstgroup.com/uktrain

Where we operate

- First Capital Connect
- First Great Western
- First Hull Trains
- First ScotRail
- First TransPennine Express

