

FirstGroup New Supplier Agreement



About Us

FirstGroup is a leading private sector provider of public transport services. With £4.8 billion in revenue and around 30,000 employees, we transport more than 1.8m passengers a day. We create solutions that reduce complexity, making travel smoother and life easier. Our businesses are at the heart of our communities and the essential services we provide are critical to delivering wider economic, social and environmental goals.

We provide easy and convenient mobility, improving quality of life by connecting people and communities. Each of our divisions is a leader in its field:

- First Bus is the second largest regional bus operator in the UK, serving two-thirds of the country's 15 largest conurbations with a fleet of more than 4,500 buses, and carrying more than a million passengers a day.
- First Rail is the UK's largest rail operator, with many years of experience running long-distance, commuter, regional and sleeper rail services. We operate a fleet of more than 3,500 locomotives and rail carriages through three management fee-based train operating companies (Avanti West Coast, GWR, SWR) and two open access routes (Hull Trains and Lumo).

Visit www.firstgroupplc.com and follow us @firstgroupplc on Twitter.

Our Code of Conduct

FirstGroup, and its subsidiaries, are committed to delivering the values and visions of the Group. As a new supplier for goods or services it is important to us that you understand and share these values. Please refer to the link below to view our Supplier Code.

FirstGroup Supplier Code of Conduct – www.firstgroupplc.com/suppliercode

Terms & Conditions of Purchase

For reference our Terms & Conditions of Purchase are linked below. Unless superseded by a separate formal agreement/contract, these T&Cs will be applicable to all purchases between you, the Supplier and us, the Customer. Please note that the FirstGroup standard payment terms are 60 days.

Terms & Conditions of Purchase – www.firstgroupplc.com/supplierterms

Please note that FirstGroup operates a “no PO no pay” policy, unless explicitly otherwise agreed. Suppliers / contractors must not start work or provide any services or goods until a valid PO number has been issued.

Submitting Invoices & Receiving Purchase Orders

For information on submitting invoices, please refer to the second page of this document. Please note that we are only able to hold one PO delivery email address and one set of bank account details per supplier.

Supplier Declaration

By signing, you confirm that you have read and agree to adhere to the FirstGroup Supplier Code of Conduct. By signing you also agree that, unless superseded by a separate formal agreement, the FirstGroup Purchase Order Terms & Conditions apply to all orders between you, the supplier, and us, the customer (FirstGroup or its subsidiaries).

Name:		Signed:		Date:	
Title/Role:					
Company:					

FirstGroup New Supplier Agreement



When submitting this agreement to your FirstGroup contact please include a copy of your bank details on headed paper if you have not provided this already.

Invoicing Information

What Needs To Be On Your Invoices:

Unless explicitly otherwise agreed, a Purchase Order (PO) must be supplied before the delivery of any goods/services. The correct PO number must be stated on your sales invoices and you must only quote one PO number per invoice. Any invoices received without a PO number will be rejected.

Invoices must bear the correct and complete FirstGroup Company legal entity name. This will be quoted in the billing address on all POs you receive from us. Please do not address your invoices simply to 'FirstGroup', invoices addressed incorrectly addressed will be rejected.

How To Submit Your Invoices:

FirstGroup has the facility to accept invoices by email. They must be submitted in a PDF or TIF file type. Please limit the number of invoices you attach to a maximum of twenty-five per email. Each attachment must contain only one invoice with relevant back up.

Invoices should be emailed to the relevant address in the table below. Invoices can also be posted to the addresses in the table **but please do not email and post the same invoice or send to individuals within FirstGroup or to depots.** Doing so will negatively impact our ability to process on-time payments.

Table Of Invoice Email / Postal Addresses & Contacts For Invoice Queries

FG Business Entity and Company registration number	Email Address for Invoice Submission	Postal Address for Invoice Submission	Accounts Payable Contact For Invoice Queries
FirstGroup Holdings Ltd (Incl. Plc & Corporate Functions) Co. Reg. - 02029363	firstgroupbus@a-ip.co.uk	PO Box 7544, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	Financial Operations Aberdeen 01224 629500 (Option1) or AP.Queries@firstbus.co.uk
First Bus (including First Travel Solutions) Co. Reg. - 03261484 (North) Co. Reg - 03261587 (South)	firstgroupbus@a-ip.co.uk	PO Box 7544, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	Financial Operations Aberdeen 01224 629500 (Option1) or AP.Queries@firstbus.co.uk
Aircoach	accounts@aircoach.ie	Aircoach Ltd, Unit 4B, Airport Business Park, Co Dublin	accounts@aircoach.ie
First Rail Holdings Ltd Co. Reg. - 05154485	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	Financial Operations Aberdeen 01224 629500 (Option1) or AP.Queries@firstbus.co.uk
First Greater Western Ltd (t/a Great Western Railway) Co. Reg. - 05113733	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	GW.Raps.swindon@gwr.com
First MTR South Western Trains Ltd (t/a South Western Railway) Co. Reg. - 07900320	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	AccountsPayable@swrailway.com
Tram Operations Ltd Co. Reg. - 03097532	Marta.Vencelova@tolcroydon.com	Tram Operation Ltd, Tramlink Depot, 4 Coomber Way, Croydon, CR0 4TQ	Marta.Vencelova@tolcroydon.com
Hull Trains Company Ltd Co. Reg. - 03715410	finance@hulltrains.co.uk	Ground Floor, South Wing, Cherry Court, 36 Ferensway, Hull, HU2 8NH	Finance@hulltrains.co.uk
First Customer Contact Ltd Co. Reg. - 07939526	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	Financial Operations Aberdeen 01224 629500 (Option1) or AP.Queries@firstbus.co.uk
First Trenitalia West Coast Rail Ltd (t/a Avanti West Coast & West Coast Partnership Development) Co. Reg. - 10349442	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	accounts.payable@avantiwestcoast.co.uk or 0333 000 2303
Evolutionary Rail Ltd (t/a Evo Rail) Co. Reg. - 07153323	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	Financial Operations Aberdeen 01224 629500 (Option1) or AP.Queries@firstbus.co.uk
East Coast Trains Ltd (t/a Lumo) Co. Reg. - 08765536	fgr@a-ip.co.uk	PO Box 7543, Royal Mail Sorting Office, Crucible Road, Corby, NN17 5ZZ	Financial Operations Aberdeen 01224 629500 (Option1) or AP.Queries@firstbus.co.uk