**Organisational Branding**

Using different logos, header wording and colour schemes, the apps can be branded for different divisions and groups within the organisation. Additionally, external teams from customers and service providers can benefit from branded portals.

**Menu Options**

Effective menu schemes are available for configuration by admin users, and can be applied globally, by role or by user.

Layouts, menu structures, colour schemes and permissions are all configurable.
**Timeliness**

The streamlined Timeliness SLA scheme means that jobs can all be categorised by one of four Timeliness Flags, which are:

- Planned
- Overdue
- Completed on Time
- Completed Late

Within the Timeliness Flagging, jobs are broken down into Planned and Reactive, by building, and by Service Provider.

**Dashboard**

The dashboard shows key metrics at-a-glance, including the Timeliness flags.
Automated PPM

PPM Job and Forecast generation are fully automatic, meaning they are always up to date. Jobs can also be automatically distributed to service providers by email. Once the PPM Plan has been set up, for service, inspection and risk-based procedures, aside from periodic review, the system can substantially run itself, with service providers being able to update jobs in real time using Fast Track Mobile.

PPM Weekly

The PPM Weekly view shows work dates based on week numbers, rather than actual dates.
Call Logging
Optional Fields

The Main Call Logging view has up to nine optional fields which can be configured by admins. Each of the optional fields can be a free text field, or a drop-down, with a series of tables provided to whole the drop-down’s list of values.

In the example on the right, the optional fields are those starting with “Certificate”, and ending with “Service Report”.

The “Region” column is configured as a drop-down, with values NORTH, SOUTH, EAST and WEST.

This means that admins can add business-specific fields, control what users can record in them, and report on them later, even if the Fast Track team is unaware of the values that need to be tracked.
User Prompts
When User Prompts are turned on, users are automatically reminded of pertinent information relating to buildings, customers, contractors, work types, etc., and combinations of these.

In the example on the right, a user has chosen customer “Kelvin Carriers” and a prompt message about late door opening. This is followed by choosing building “Bristol Satellite Office”, and a prompt for car park closure, and finally when contractor “Maintainex” is chosen”, a prompt reminder appears about their staff not parking in disabled bays.

Quick Help
Information for Quick Help can be tied to specific views inside the Fast Track app, and can also link to PDF’s and other documents, and other websites, such as explanatory pages on the organisations intranet.

In the example images, there are Quick Help items for “Submit a Job Request” and “Pick a Common Problem”.

Lite Call Logging Form for Self-Service
By simple configuration, cut-down versions of the Call Logging page can be provided for simple call logging, and use by self-service users.

The idea is that users with virtually no training can log calls, with all the key values validated and captured, ready for more elevated users to evaluate before issue.

In the example on the right, users record various location details, the type of work and a description.
Work Monitor

The Work Monitor shows work in progress, and colour-codes various statuses, indicating to users which jobs are proceeding normally or require scrutiny. SLA columns can be highlighted in red and orange colours to indicate pending and actual expiration (sometimes called escalation and Jeopardy).

User Segregation

Admins can configure users so that they are limited to the jobs they can see by building, contractor and customer, or any combination of these three key values. When User Segregation is in use, some or all of the first row of Work Monitor filters are “locked”.

Fast Track Solutions

28th March 19 -- Welcome to Fast Track Solutions
Registered to: Fast Track Automation
Online Users: 1 of 20

How do I… Update a Job? Work Monitor Functionality? 33434 has all Resources? 33579 has all Documents?

>> Search Quick Help >> Add

<table>
<thead>
<tr>
<th>Contract</th>
<th>All Contractors</th>
<th>Building</th>
<th>All Buildings</th>
<th>Priority</th>
<th>All Priorities</th>
<th>Job Status</th>
<th>Open Calls</th>
<th>Customer</th>
<th>Please Select</th>
<th>Work Type</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reorder Work Monitor

<table>
<thead>
<tr>
<th>Job Code</th>
<th>Date Created</th>
<th>Time Created</th>
<th>Customer ID</th>
<th>Job Type</th>
<th>Asset Code</th>
<th>PPM Process</th>
<th>Job Status</th>
<th>Work Type</th>
<th>Requested By</th>
<th>Requested Phone</th>
<th>Priority</th>
<th>Contractor</th>
<th>Building Name</th>
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<tbody>
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<td>14:03</td>
<td>AMBERCOM</td>
<td>HELD/DESK</td>
<td></td>
<td></td>
<td>Requested</td>
<td>PPM CONTROL</td>
<td>Stan Dursin</td>
<td>07961 790007</td>
<td>1</td>
<td></td>
<td>HQ Cardiff</td>
</tr>
<tr>
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<td>14:00</td>
<td>AMBERCOM</td>
<td>HELP/DESK</td>
<td></td>
<td></td>
<td>Requested</td>
<td>AIRCOND</td>
<td>Gary Jones</td>
<td>02920 333222</td>
<td>2</td>
<td>ADVANCEDAC</td>
<td>HQ Cardiff</td>
</tr>
<tr>
<td>33715</td>
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<td>11:25</td>
<td>AMBERCOM</td>
<td>PPM CDF-GAS-METER-N</td>
<td>METER-MONTHLY</td>
<td>Requested</td>
<td>METERUSE</td>
<td>PPM Generated</td>
<td>N/A</td>
<td>MAINTAINEX</td>
<td>HQ Cardiff</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>PPM INFRICO30</td>
<td>YEARLY-SAFETY-CHK</td>
<td>Requested</td>
<td>SAFETY</td>
<td>PPM Generated</td>
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<td></td>
<td></td>
</tr>
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<td>33712</td>
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<td>MONTHLY-SAFETY-CHK</td>
<td>Requested</td>
<td>SAFETY</td>
<td>PPM Generated</td>
<td>N/A</td>
<td>CENTRAL-IT</td>
<td>Trafalgar Square</td>
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<td></td>
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<tr>
<td>33711</td>
<td>08th Mar 19</td>
<td>11:25</td>
<td>XENON SERVICES</td>
<td>PPM BERKELEY-FIREX</td>
<td>FIRE-EXT-80-DAY</td>
<td>Requested</td>
<td>FIRE SAFETY</td>
<td>PPM Generated</td>
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<td>33710</td>
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<td>11:25</td>
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<td>PPM BRISTOL-EM-BOILER-001</td>
<td>BOILER-28-DAY</td>
<td>Completed</td>
<td>PPM</td>
<td>PPM Generated</td>
<td>N/A</td>
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<td>Bristol Satellite Office</td>
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</tr>
<tr>
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<td>11:25</td>
<td>AMBERCOM</td>
<td>PPM CDF-GAS-METER-N</td>
<td>METER-MONTHLY</td>
<td>Issued</td>
<td>METERUSE</td>
<td>PPM Generated</td>
<td>N/A</td>
<td>MAINTAINEX</td>
<td>HQ Cardiff</td>
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<td>METERUSE</td>
<td>PPM Generated</td>
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<td></td>
</tr>
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<td>11:25</td>
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<td>METER-MONTHLY</td>
<td>Requested</td>
<td>METERUSE</td>
<td>PPM Generated</td>
<td>N/A</td>
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<td>HQ Cardiff</td>
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<td></td>
</tr>
<tr>
<td>33706</td>
<td>08th Mar 19</td>
<td>11:25</td>
<td>AMBERCOM</td>
<td>PPM CDF-GAS-METER-N</td>
<td>METER-MONTHLY</td>
<td>Requested</td>
<td>METERUSE</td>
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<td>N/A</td>
<td>MAINTAINEX</td>
<td>HQ Cardiff</td>
<td></td>
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<td>33705</td>
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<td>11:25</td>
<td>AMBERCOM</td>
<td>PPM CDF-GAS-METER-N</td>
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<td>Requested</td>
<td>METERUSE</td>
<td>PPM Generated</td>
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<td>MAINTAINEX</td>
<td>HQ Cardiff</td>
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<td>11:25</td>
<td>AMBERCOM</td>
<td>HELP/DESK</td>
<td></td>
<td></td>
<td>Requested</td>
<td>AIRCOND</td>
<td>Maintenance User</td>
<td>07961 790007</td>
<td>2</td>
<td>ADVANCEDAC</td>
<td>HQ Cardiff</td>
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<td>13:58</td>
<td>AMBERCOM</td>
<td>HELP/DESK</td>
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<td></td>
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<td>Maintenance User</td>
<td>07961 790007</td>
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<td>ADVANCEDAC</td>
<td>HQ Cardiff</td>
</tr>
</tbody>
</table>

Fast Track Power

Fast Track Solutions (v5.00 R2)
[Page loaded in: 15s]
Charts

Various Chart tools are in use, including the Fast Track charts, and those by Google and Flot. As there are likely to be more charts in the Fast Track library than are actually useful to any single end-user organisation, the optimal set will be provided, and can be controlled by admins by global, role and user settings.
Fast Track Mobile
The Fast Track Mobile app provides a sub-set of the main Fast Track software mechanisms, allowing staff to create and update important data in Real Time. Key interaction points are engineers and operatives automatically receiving work instructions, and updating their statuses on site, so that back-office/control-centre staff see response phase changed immediately. On-site status updates include “Responded to”, to indicate arrival at work location, and “Completed” to indicate that the work has been done.

Communication Logs
These are also called “comms logs”, and represent collaborative communication between back office staff, mobile operatives, managers, and optionally customers. Unlike the flexible but uncontrolled communications facilitated by emails about a job, comms logs maintain a single strand of conversation, all captured and available in one place.

Job Documents and Service Reports
Documents such as O&M manual extracts and layout plans can be delivered with the job by Fast Track, and operatives can update documents, photographs and service reports on-site, and add them to the job detail, which will immediately be available to the back office staff.

On-Site Job Creation
Engineers and Operatives can create jobs at site, when surveys are being carried out of unexpected faults appear. Using Fast Track Mobile on Smartphones means that photographs can easily be taken and attached to jobs (both new and existing) while at site.

Job Filtering
App configuration provides for automatic filtering, so users only see their own jobs, or their organisation’s.
Alerts

Fast Track Alerts is an email reminder service that can be configured to remind anyone about any key circumstance. Pre-configured alerts remind service providers about open or overdue jobs, and staff about coming bookings, so that they can be cancelled in a timely way if not needed. Lease expirations, job counts, escalation & jeopardy of jobs, etc., can all lead to automatic email alerts.

Once configured, Fast Track Alerts runs autonomously, continuously reviewing data, and automatically emailing alerts when data conditions match alerts. The example on the right shows an email sent to a service provider, to remind them that 3 of their jobs are overdue.

Asset Life Cycle Analysis

Key asset Life-Cycle data is recorded as an extension of the main asset data, and is used to forecast coming decisions based on end of life and replacement costs.

Reactive and Planned maintenance costs can be calculated to provide cost estimates from the current data to each asset’s end-of-life.

<table>
<thead>
<tr>
<th>Asset Code</th>
<th>Asset Type</th>
<th>Building Code</th>
<th>Condition</th>
<th>Purchase Date</th>
<th>Purchase Price</th>
<th>Installation Date</th>
<th>End Of Life Date</th>
<th>Repl Cost Est</th>
<th>Total Job Cost Est</th>
</tr>
</thead>
<tbody>
<tr>
<td>00-ahu-01</td>
<td>Carrier AHU 1200</td>
<td>BERKELEY SQ</td>
<td>Good</td>
<td>21st Aug 13</td>
<td>10000</td>
<td>03rd Sep 13</td>
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<td>11000</td>
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<td>BERKELEY SQ</td>
<td>Good</td>
<td>19th Sep 13</td>
<td>1200</td>
<td>03rd Oct 13</td>
<td>03rd Oct 18</td>
<td>14375</td>
<td>582.2</td>
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<td>BERKELEY SQ</td>
<td>Good</td>
<td>19th Sep 13</td>
<td>11500</td>
<td>03rd Oct 13</td>
<td>03rd Oct 18</td>
<td>14375</td>
<td>654</td>
</tr>
<tr>
<td>00-ahu-05</td>
<td>Carrier AHU 1200</td>
<td>BERKELEY SQ</td>
<td>Good</td>
<td>22nd Aug 13</td>
<td>10100</td>
<td>03rd Sep 13</td>
<td>04th Sep 18</td>
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<td>490</td>
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<tr>
<td>00-ahu-06</td>
<td>Carrier AHU 1200</td>
<td>BRISTOL</td>
<td>Good</td>
<td>20th Sep 13</td>
<td>11000</td>
<td>23rd Sep 13</td>
<td>22nd Sep 18</td>
<td>13750</td>
<td>482</td>
</tr>
<tr>
<td>0000-rrge-ext</td>
<td>GENERAL</td>
<td>BERKELEY SQ</td>
<td>Older</td>
<td>23rd Aug 14</td>
<td>135</td>
<td>03rd Sep 14</td>
<td>03th Sep 19</td>
<td>168.75</td>
<td>348</td>
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<tr>
<td>000aaa</td>
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<td>09th Sep 14</td>
<td>11000</td>
<td>23rd Sep 14</td>
<td>22nd Sep 19</td>
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<td>560</td>
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<tr>
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<td>BERKELEY SQ</td>
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<td>25th Aug 13</td>
<td>10250</td>
<td>03rd Sep 13</td>
<td>07th Sep 18</td>
<td>12812.5</td>
<td>713</td>
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</tbody>
</table>

Lease Data

Recording, management and analysis of Lease Data, including Option reminders if provided for.
The Visual Booking Range view shows booked and available slots in a similar way to the Visual Booking view, but crucially is able to show ranges of days, rooms, types of rooms, etc. Once start and end times are chosen, sets of bookings over multiple days (in a pattern or not) can be created with a single click for each day. Visual Booking Range can be a great time saver.

In the example view shown, all bookings and availability for the CARDIFF building over two days are shown; further filtering might limit the view to show only Conference Rooms and Desks. The “R?” notation in the left-most “Book” column is a link to make a Request Booking, which can be made even if the user is not a member of a restricted room’s Workgroup. Request bookings are considered for conversion to full bookings, at a later point, typically by elevated users.
Request Bookings

Request Bookings are typically created by users without permission to create fully-confirmed bookings, or by normal users (who can make full bookings) when their preferred slot is either unavailable, or is part of a Workgroup that the user does not belong to. Request bookings do not occupy time in rooms or at desks, but can be converted to either provisional or full bookings in the Request Bookings console, which is usually available to elevated users in the “Operator Tasks” menu section.

By role or user configuration, different users can be allowed to make only provisional or request bookings. Request bookings can also be made directly from the Visual Booking Range view (see above) by filtering, setting times, and then clicking on the “R?” notation in the left-most “Book” column.

Converting Bookings

Request Bookings can be converted to Provisional or Booked, or can be cancelled with a single click. The detail image on the right shows the right-most columns of the main “Requested Room Bookings” view above. All pertinent booking details that elevated users need to process request bookings are shown in the main grid, and the icons in the right-most columns provide the mechanisms. The “Availability” column is important, and it determines whether request bookings can be converted. The bookings with an availability flag of “AVAILABLE” can be converted to booked or provisional just by clicking the applicable icon (such as booking 1314-1 in the smaller detail image), whereas the other availability flags show where request bookings have availability issues with the start, end or both. Requested bookings that “don’t fit” their preferences, so are not available, can be loaded into the Room Finder by clicking the “Booking Ref” link in the left-most column.
Desk Booking
The Desk Booking module uses background images generated from CAD floor plans, or floors can be modelled using the desk, wall and door symbols provided with Fast Track Solutions. Users can review availability at any time on any date by using filters, and see at-a-glance when desks are available, and where they are on the floor, especially in relation to colleagues in related projects and teams. After setting a preferred slot with date and times, desks can be booked with a single click.

Querying Desks
In the example on the right, a user is hovering above a desk’s current booking details, and a box showing details of all the bookings for the day has appeared. In this case, the user can see that the desk has four bookings, and is only available after 5 pm.

Configuration
Admins can configure desks, symbols and spaces by using Dev Mode (development mode), directly from the Desk Booking view.
Visual Booking

The Visual Booking view is the view for all users to booked slots and the availabilities between them. By filter, Visual Booking shows all the bookings for a day, and is typically also filtered by building, such as when the user’s Favourite Building is used (a favourite floor can also be set).

Users review days and locations, set times, and click the left-most “Book Now” page icon to move to the booking details page.

Hide Meeting Titles

The meeting titles of bookings for rooms with Workgroups that the current user does not belong to can be hidden, as shown in the image to the left (rooms have dark shaded backgrounds).

Quick Personal Booking

Once the start and end times are set, users can create “quick personal bookings” simply by clicking the person icon in the Actions column. The user’s name is used for the meeting title, and this can be adjusted at any time. Bookings can be made in a few seconds.

Site Filter

The site filter can be used to display groups of buildings in the Visual Booking view.
Digital Signage

Fast Track Digital Signage allows low-cost deployment of room-based door pads, which are based on tablets, such as those with Android and Apple systems. The digital signs are always up to date for the current day, so paper door signs are no longer needed. Various colour and logo schemes can be used, with the standard colours being green for available and red for booked. In the images below, the Juliae room is booked and unavailable at 16:14, but available to be booked at 16:34.

The photograph of the door pad outside the “Cambridge” room, shows a real door pad in use in a corporate HQ building.

PIN Codes

Users are provided with PIN Codes for ID, which are automatically generated when they join the organisation.

Book At-Room

To book a room when standing outside the door, users simply tap an available slot and pick from booking length options; the process takes just a few seconds.

Check-In

To check in, users tap their booking, provide their PIN Code, and choose the check in option; all within a few seconds.

Cancel

Cancellation is as easy as tapping a booking, providing a PIN Code, and tapping Cancel.

Auto-Cancel

The optional Auto-Cancel mechanism cancels bookings when no timely check-in is provided, such as 5 or 10 minutes after meeting start.
Outlook

Fast Track Room Booking for Outlook is an app that functions inside Outlook (versions from 2010 onwards). The app manages Fast Track bookings and Outlook appointments at the same time. The Outlook app is typically aimed at Enterprise groups of users, who are busy staff working around many meetings, whereas users with more involved, multi-resource booking requirements use the web app.

The functionality of Fast Track Room Booking for Outlook is essentially a sub-set of the main Fast Track web software, which is optimised for staff who rely on being able to quickly book meeting rooms as part of the daily routine.

The main views are “My Bookings”, “Quick Booking” and “Visual Booking”. The My Bookings pop-up shows all bookings for the current user starting from the current date, and users can select a booking and edit or cancel it in this view. The Quick Booking pop-up is where users create bookings, and can add attendees from the Outlook contact lists, contact reception about visitors, choose catering packages, and email the A/V team with an optional description. When the user sets the date and start/end times, only available rooms/desks are shown in the selectable list. The Visual Booking view is similar to the web software, whereby users set a date range (defaults to today), filter on location, set start/end times and click the “Book” icon on the left of the chosen room’s grid row.

A single-page cribsheet for users is provided (the “FTRB Help” link), and typically this is the only instruction needed.
Charts
Various Chart tools are in use, including the Fast Track charts, and those by Google and Flot. As there are likely to be more charts in the Fast Track library than are actually useful to any single end-user organisation, the optimal set will be provided, and can be controlled by admins by global, role and user settings.
Mobile
Fast Track Mobile provide the easy-to-use tools for users to create, edit and cancel their room and desk bookings from their smartphone or tablet.

After logging in, users see the Main Menu, which may have Work Management options, Room Booking options, or both (see the previous section for details on the Fast Track Mobile Work Management details).

My Bookings
The My Bookings options shows users their list of bookings from the current day, with the key data for each booking being displayed (building/floor/room or desk location, date, start/end times and meeting title). The list is scrollable, and tapping a booking ref link loads it into the edit view, for further review or changing the details.

Quick Booking
The Quick Booking view allows users to create new bookings by choosing a date, setting the start and end times, then picking a building, floor and room/desk from the drop-down lists.
Alerts

Fast Track Alerts is an email reminder service that can be configured to remind anyone about any key circumstance. Pre-configured alerts remind service providers about open or overdue jobs, and staff about coming bookings, so that they can be cancelled in a timely way if not needed. Lease expirations, job counts, escalation & jeopardy of jobs, etc., can all lead to automatic email alerts.

Once configured, Fast Track Alerts runs autonomously, continuously reviewing data, and automatically emailing alerts when data conditions match alerts.

The upper example on the right shows a basic “You have a Room Booking tomorrow” email sent to a member of staff, to remind them generally that they have a booking, but also that they should cancel any unwanted bookings to make them available for colleagues (the wording in the alert emails is configurable by admins).

The lower example on the right is similar, but comes from an environment where catering costs are important, meaning that the room booking and catering teams want to emphasise to bookers that they have ordered catering items.

A common configuration is that the room booking team sets up email reminders 1 week in advance of bookings and also 1 day in advance of bookings.
GDPR Module

The Fast Track GDPR data treatment module is configured to match the customer’s operational requirements and necessities. The considered approach is to periodically remove any personally identifiable data, but leave general transactional data intact, for the purposes of analysis, decision support and statistics.

For instance, information about members of the public may be contained in job descriptions, and people/location data may be held in meeting titles, booked by’s and booked for’s. The GDPR module can be configured to replace these data values with “Removed for GDPR” every 30, 60 or 90 days. The meeting data example can be seen in the image below.

The GDPR module is typically configured to automatically run out-of-hours, such as at 4 am.

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<thead>
<tr>
<th>Day Booked</th>
<th>Start Time</th>
<th>End Time</th>
<th>Blk Ref</th>
<th>Sub Ref</th>
<th>Building Code</th>
<th>Floor Code</th>
<th>Room Code</th>
<th>Booked By</th>
<th>Booked For</th>
<th>Hours</th>
<th>Attendees</th>
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