



**Managed ground transport  
and accommodation solutions**

Head Office

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# About CMAC

Incorporated in 2007, CMAC have well over a decade of operational experience in managed transport solutions and have rapidly grown to become the go-to industry leader.

We boast a client portfolio of world-leading organisations and industry partners who rely on us to keep their business moving whilst maintaining their reputation.

By connecting CMAC clients to our national supply of approved operators through purpose-built technology, we provide a seamless and reliable solution for every scenario, whether that be planned or emergency travel.

Our clients have plans already in place and dedicated emergency transport on standby ready to transfer people safely without having to be concerned about employee locations/welfare, parking issues and safety concerns around public transport amid a global pandemic.



# Award Winning Solutions Trusted By World-Leading Organisations

**CAPITA**



**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY



**swissport**

  
Fred. Olsen Cruise Lines

**RAC**

  
CRUISE & MARITIME  
VOYAGES

**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust

  
Ministry  
of Justice

 **RYANAIR**

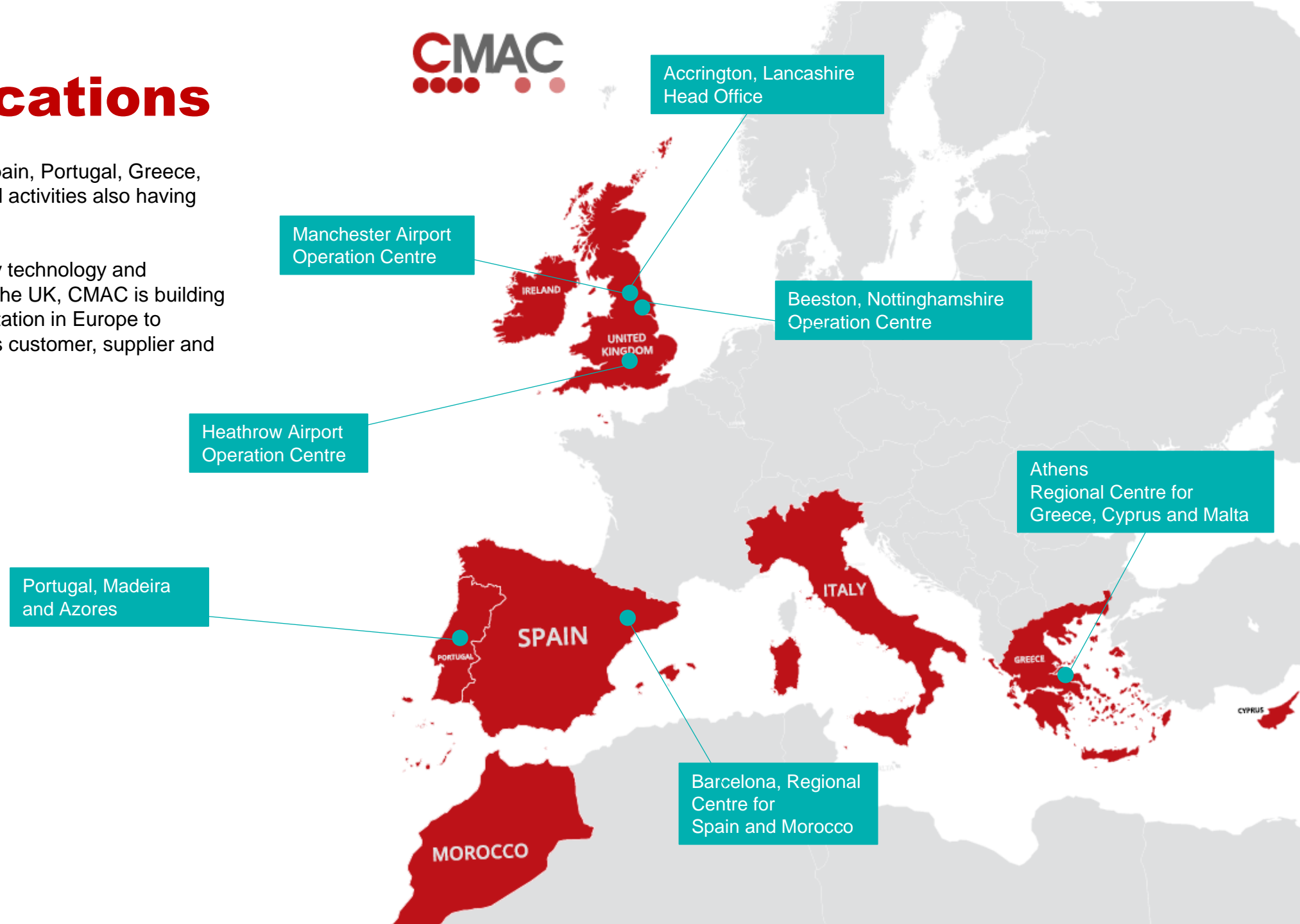


 **United  
Utilities**

# CMAC Locations

CMAC currently operates in Spain, Portugal, Greece, Cyprus and Morocco with initial activities also having started in Italy and France.

Whilst the core service delivery technology and operations are managed from the UK, CMAC is building out its on-the-ground representation in Europe to continually enhance the groups customer, supplier and market knowledge.



# Key Work Sectors

Our core business is the supply of planned transport and time critical passenger transport for a wide variety of industries as follows:



## BCT

Business Continuity  
Transport and  
accommodation



## Medical Transport

Transport of staff, patients,  
prescriptions and medical supplies



## Onward Transport

Roadside assistance onward  
passenger transport



## Corporate Transport

“Conventional” corporate transport  
contracts. Taxis, minibuses and coaches



## Events

Event transport  
management



## Airline

Planned crew movements  
and accommodation, disrupted  
passenger transport and accommodation



## Door to Door

Door to door executive  
transport for cruises

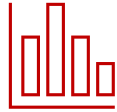


## Rail

Planned crew movements and disrupted  
passenger transport and accommodation



A truly national solution with access to the UK's most extensive, highly responsive supply network primed to transport passengers quickly and safely with proven operational standards of delivery



A cost-competitive, holistic approach, reducing administration and increasing productivity



Mobile optimised booking and management platform with live tracking capabilities



A proven process for managing and supporting the development of CMAC clients Taxi Policy by applying booking controls and mandatory data capture



Proactive monitoring, service support and issue resolution management through a 24/7/365 operational hub



A first-class supply chain network with focused best practice compliance programme to provide enhanced duty of care for all travellers, adhering to additional Covid-19 safety obligations



A comprehensive live self-service reporting suite enabling insights and trend identification



Monthly consolidated invoicing to centralise all expenditure in one file and one payment, itemised by cost centre and business unit



A dedicated account manager providing day to day support as your primary contact. They are responsible for ongoing reporting analysis, continuous improvement initiatives and monthly review meetings

**CMAC's achieves the highest levels of service delivery through the combination of technical solutions and the expertise of employees.**

**While there are competitors who concentrate on a "tech-only" approach, CMAC believes that only by joining the two can you truly provide the best customer experience.**



# Our People Moving Your People

CMAC are committed to providing efficient, effective, and trusted services, which are designed around our customer needs.

We operate nationwide with teams **available 24 hours a day, 7 days a week**. In the UK, our service is delivered from our three centres of excellence, two in the North-West and one in the Midlands, which allow us to facilitate full mutual business continuity.

Alongside this, CMAC have also invested to ensure that all employees have access to cloud-based systems which allowed us to quickly transfer to 100% homeworking due to covid-19. Our experienced service delivery teams are committed to providing **round-the-clock quality proactive monitoring**, service support and issue resolution management, giving you peace of mind that your service-users are in safe hands.

Our practical competencies are also supplemented by technical capabilities as CMAC has successfully transformed its customer experience through digitalisation. From overhauling processes, to significantly reducing client administration time and cost (online booking tools, simple invoicing portals, custom reporting access) to improving end-user communications (SMS updates, vehicle tracking and live chat functions), we are committed to providing modern, flexible, on-demand mobility solutions with first class commitment to passenger safety and duty of care standards.



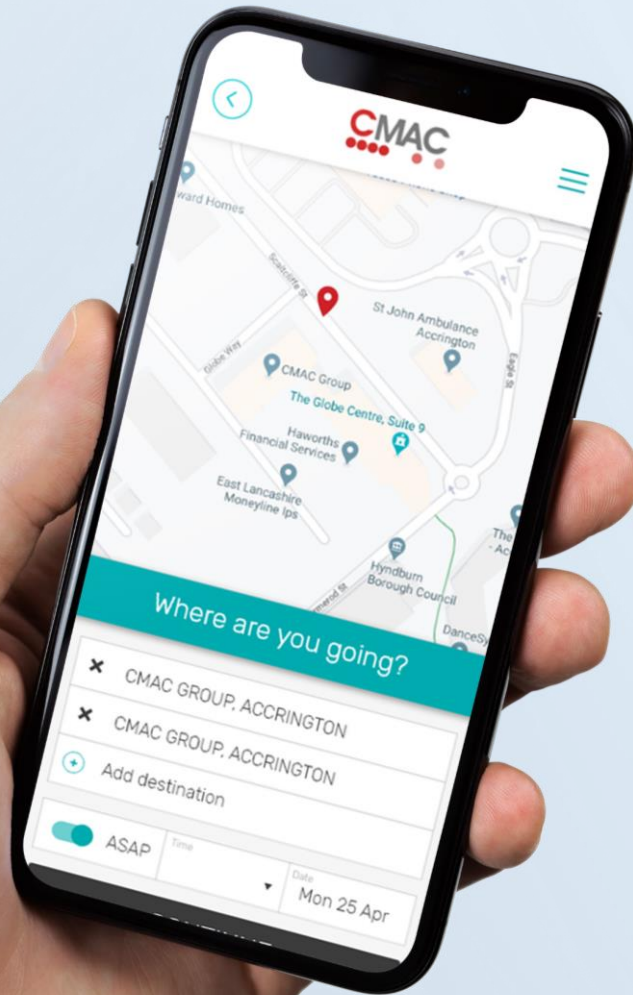
Our focus is on high-quality service delivery, consistent with our core values of integrity, trust, service, and accountability. At the heart of our culture, we believe wholeheartedly in the investment of three key areas.

# Booking Process

CMAC's innovative booking platform provides effective journey creation and management of bookings, and our aim is to simplify the process through sleek and intuitive solutions.

Accessible on any device, the tool provides each booker with access to varied vehicle choice from the most extensive network of approved, safe and reliable suppliers across the UK.

A convenient one-stop service for managing all taxi and private hire vehicle bookings.



Schedule bookings  
asap or in the future



Pinpoint your specific  
pick-up location on a map



Specify if wheel-chair  
accessible vehicles are required  
and make note of any specialist  
requirements



Access real-time support  
through live chat 24/7, allowing  
you to manage multiple queries  
at any one time



Amend or cancel  
existing bookings



View real-time status of  
journeys including vehicle  
tracking



Have visibility of detailed  
journey information



Have control over the entire  
taxi travel itinerary



# COVID-19 Workplace Testing

The expansion of workplace testing is crucial to break the chains of virus transmission, reduce the spread of COVID-19 and protect those who cannot work from home.

Employees who are suspected or confirmed to have covid-19 while in the workplace should be immediately separated from others and sent home.

By providing covid-safe transportation to transfer positive employees from the workplace back to their home address, employers can have greater control of employee health, therefore minimising disruptions to the workforce from employee absences.



# CMAC's covid-secure transport solution

## Why consider CMAC's transport solution for positive employees?

- Greater control over colleague safety and wellbeing, reducing the spread of covid-19 amongst your employees and the public
- Dedicated trained medical professionals to transfer positive employees safely
- Drivers are fully compliant with all NHS guidance relating to the transportation of people who are confirmed or suspected covid-19 positive
- CMAC only allocates drivers who are CQC registered (Care and Quality Commission). It is important to note that this is the only body that are able to legitimise the service
- All drivers are fully trained in:
  - IPC Compliance (Infection Prevention Control)
  - The implications of covid-19 on Infection Prevention Control
  - First Responder First Aid
  - Wheelchair User Safety

## What measures are in place in the vehicles?

In compliance with Public Health England guidelines, all vehicles:

- Are fully wiped down after every passenger (all nonporous materials)
- Have a bulkhead / screen completely separating driver from passenger(s)
- Are large enough to ensure social distancing is in place
- Are DipTac compliant (enabling access for disabled service users)



# Accommodation

At CMAC, we believe in offering a total solution, tailor-made to each individual scenario.

**CMAC have an extensive portfolio of over 2500+ hotels covering the whole of the UK.**

We work with established and reputable hotel chains, who are fully compliant to industry standards and regulations, and we have specific agreements in place for all room types. We also accommodate varying check-in and check-out times as well as day rooms as required. Bookings can either be made room only, or with meals as requested.



# COMPLIANCE

CMAC have an industry leading Supplier Compliance team who can help our suppliers develop best practice ways of working.

The team have developed a four tier best practice compliance programme, working with suppliers to collate not only legally required documentation but to provide an independent third-party appraisal of business processes and procedures.

## OUR TAXI AUDITS INCLUDE:

- License, Fleet Insurance and Liability.
- Vehicle Maintenance.
- Driver Licensing, Policies and Checks.
- Driver hours of work and fatigue management
- GDPR, health and safety and wellbeing.







## SUPPLIER RELATIONSHIP MANAGEMENT

As part of our on-going supplier management process, our experts engage with our suppliers on a regular basis, either by telephone or through frequent site visits. The development of effective working partnerships fosters a high level of collaboration and trust between CMAC and our network of operators, which ultimately delivers a consistently reliable and safe service to you and your travellers.

**We are very proud of how we work with our suppliers and have received many supportive testimonials:**

"We were well informed about the reasons for the visit, its purpose and what the findings of the audit would mean for our company once completed and what the results would determine. It was very clear all the way through what is expected as a CMAC service provider and how we could better our services and tier for our compliance level."





# Vehicle and Driver Standards

CMAC do not physically employ drivers, however we work with an extensive supply chain of operators and owner drivers to fulfil our clients' needs.

In order to ensure compliance and quality standards, we have developed a robust onboarding process, along with a focussed supplier best practice audit programme that delivers ongoing routine checks, ensuring the required best practice standards of our operators are in place across our supply chain.

Through our compliance and audit programme we are committed to providing an agile, dynamic, first class network to ensure best practice, collaborative relationships, performance management and adherence to duty of care standards. Our process is designed to provide you with the confidence that when your travellers get in a CMAC vehicle, their safety is assured.



# Supplier Audits

To ensure ongoing confidence in our supplier network and safety of vehicles, we undertake a systematic audit of our suppliers to ensure that quality and compliance remain in line with the requisite standards known as our 'Best Practice Compliance Programme'.

In preparation for the audit CMAC will have reviewed the supplier's past audit documentation and any corrective actions/recommendations we have issued previously along with documents, including, up to date Ops Licenses, Motor Fleet Insurance and Liability Policies. The programme is detailed and robust, but in brief will comprise:

- ✓ Drivers & Vehicles: Review of vehicle maintenance policies and procedures for all vehicles. Companies which have wheelchair accessible vehicles are reviewed for safe movement/driver handling training and vehicle equipment checks.
- ✓ Driver Hours & Fatigue Management: A review of policies and procedures on how the company manages driver hours, including identifying and reporting driver hours, minimum rest periods, as well as how the company would manage driver fatigue within their systems and processes to monitor compliance.
- ✓ Health, Safety & Wellbeing: The compliance team will request to view the suppliers' health and safety policy to ensure it adheres to CMAC requirements, alongside risk assessments relating to drivers, passengers, pedestrians and other road users. Checks on accident/incident process and safe use of in-car data equipment is also reviewed. In addition, checks are made for policies in relation to drugs and alcohol.
- ✓ Dispatch, Communication & Customer Service: A review of the suppliers' dispatch system, their methods of maintaining contact with their drivers, as well as checking if vehicles have GPS tracking.



As a result of the audit, suppliers will be scored and categorised based on our best practise compliance assessment. For each area, questions will be asked to determine what policies are in place and what level of training is conducted in relation to each policy.

Any non-conformances identified during the audit will have action plans agreed and put in place. In the event of any non-conformances, our supply chain compliance team will work with the operator to devise a template for the relevant policy, help them to deploy policies within the business and guide them on best practice standards, utilising the correct governing body. The supplier's progress in completing the corrective actions is monitored to ensure they are fulfilled in a timely manner and to a satisfactory standard. Should they not deliver the desired changes then we would look to suspend the supplier from job recruitment until the corrective actions have been undertaken.

# REPORTING CAPABILITIES

Our comprehensive, live reporting is available to provide you with insights and trend identification, leading to an enhanced proposition strategy.

Starting with a summary screen and allowing you to drill down to see specific business functions or individual journeys.

Contract Managers will have access to clear reporting on KPIs and key information such as:

- ✓ Overall & Cost Centre Expenditure;
- ✓ High / Low Touch Bookings;
- ✓ Booking Locations
- ✓ Average cost per mile and per journey
- ✓ KPI performance/ case analysis; and
- ✓ Full excel data to enable in-house analysis





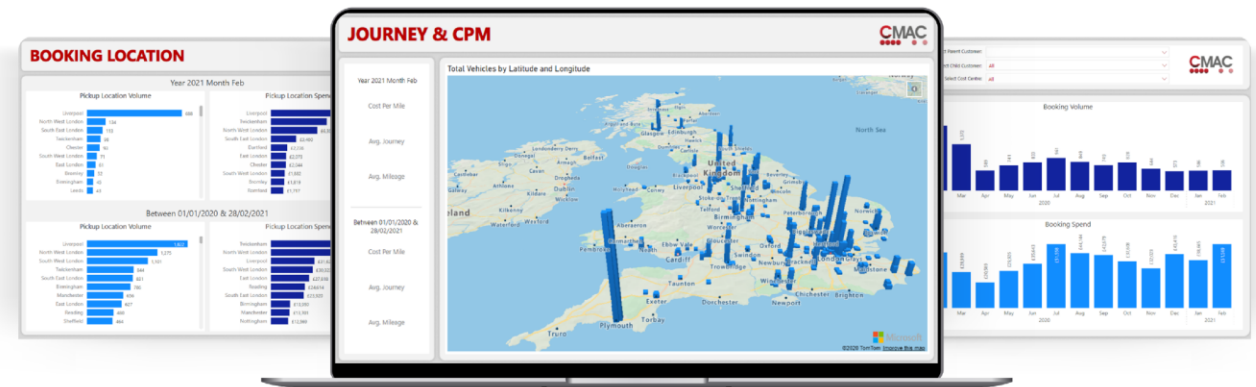
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- ✓ Booking Locations
- ✓ Average cost per mile and per journey
- ✓ KPI performance/ case analysis; and
- ✓ Full excel data to enable in-house analysis





The level of Reporting will be set out during Implementation stage with a client and may include data breakdown on key areas such as:

- ✓ Overall & Cost Centre Expenditure;
- ✓ High / Low Touch Bookings;
- ✓ Traveller's incurring 'dead' costs (Waiting time, No pick up, Cancellations);
- ✓ SLA / KPI Performance; and
- ✓ Full excel data to enable in-house analysis (if desired)





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## CASE STUDY: SUPPORTING G4S



### THE CLIENT

G4S deploys taxis throughout the UK to transport hospital patients, where security and reliability are paramount.

### THE CHALLENGE

G4S was using more than 20 separate taxi operators to complete thousands of journeys each month across the UK. The journeys can be initiated by multiple staff across the prison and hospital network, often at short notice. This was creating a challenge for monitoring and managing the taxi usage.

As G4S is also an organisation under constant scrutiny, it was essential that the operators they were using were all compliant with G4S' security and commercial policies. This was also very difficult to manage.



### THE SOLUTION

CMAC provides a **cost-effective single source solution** to G4S. CMAC's robust onboarding and compliance process meets G4S' stringent security standards, whilst delivering a **reliable service with UK wide coverage** and the ability to allocate location specific suppliers as required.

CMAC's **consolidated booking and invoicing system** significantly reduces administration and the overall taxi spend has been reduced, **delivering consistent, transparent costs across all journeys.**

Due to the nature of the work, it is essential for the taxis to arrive and depart on time, and all journeys must be monitored beginning to end. CMAC's technical teams developed bespoke software to enable all pick-ups and drops-off to be reported directly into G4S' own systems, freeing up additional resource within their business, whilst ensuring contractual requirements were always met.

CMAC has played a crucial role in helping us to achieve our performance KPI's within a very busy and demanding Patient Transport Service. Their ability to adapt to last minute requests is second to none, and they are always quick to offer a solution to a problem which is very rare from a 3rd party supplier in this industry. CMAC have supported us throughout the most challenging times the country has seen to date, and this has been recognised throughout the business and with our stakeholders. They are a pleasure to work with and long may the partnership continue.

**Clare Penrose, Area Manager - RNOH & UCLH**



## Case Study: Supporting The Civil Nuclear Constabulary

### The Client

The **Civil Nuclear Constabulary (CNC)** is the armed police force in charge of protecting civil nuclear sites and materials in England, Scotland, and Wales. Counter-terrorism is a major part of their policing and they employ over 1,500 police officers.

### The Challenge

The changing landscape in the resilience sector and the increased threat from terrorism in the UK, combined with the challenges that have been faced in responding to and defeating planned attacks, led the CNC to procure a comprehensive managed transport solution provider.

The CNC require fast and reliable transport to enable mass deployment of Police Authorised Firearms Officers across the UK.



### An Award-Winning Solution

CMAC worked closely with CNC's resilience team to develop a **detailed and robust contingency plan** for their emergency transport requirements.

Our team of **business continuity experts** understood the necessity to mobilise CNC personnel rapidly, often at very short notice and across multiple locations. Through simulated testing we were able to refine the plan to **improve response times** before responding successfully to real-life emergency events.

In 2017 the CNC invoked their crisis plan at very short notice, **deploying over 800 officers across two deployments to 23 different Home Office force areas in a matter of hours** under Operation Temperer. The operation was part of a government plan to deploy officers in key locations following a major terrorist attack or severe public disorder.

**CMAC's work, in partnership with the CNC, has been recognised externally at the Business Continuity Awards where the collaboration won the accolade of "Strategy through Partnership".**

With the intimate support of CMAC we deployed at very short notice.

The critical element in the success of this deployment was the hard work and detailed planning which went into this contingency plan and the close working relationship we have with CMAC. They understood our needs and delivered our people to the locations from which they were able to conduct their armed policing tasks. This was truly a joint endeavour.

**Mike Griffiths, Chief Constable**

# Case Study: Supporting Fire and Rescue Services

## The Client

**Greater Manchester Fire and Rescue Service (GMFRS)** is one of the largest outside of London with over 2,100 employees and 41 fire stations. It is part of the Greater Manchester Combined Authority.

## The Challenge

In 2018 hundreds of firefighters from all over the country spent weeks battling devastating moorland fires which covered vast areas of land across multiple locations in the North of England.

Firefighters declared a **major incident** and crews launched a “large scale attack” which required support from the Army to help extinguish the fires.

With 28 fire engines, several helicopters, and hundreds of personnel tackling the fires it was an exceptionally challenging time for all.

In the midst of the disruption CMAC was called upon to **safely transport and accommodate** those involved in the operation.

## The Solution

CMAC responded quickly to the initial emergency invocation call from GMFRS, securing accommodation close to the incident in under 15 minutes.

As additional support was drafted in by GMFRS to assist with the **large-scale attack**, CMAC’s role expanded to include transport of personnel from incident centres alongside securing additional accommodation.

CMAC’s team of **specialty trained industry experts** communicated with GMFRS HQ alongside other fire services to co-ordinate all requirements.

Due to CMAC’s close relationships with suppliers, we were able to provide **a unique and flexible solution to the situation**. A key consideration was for the hotels to provide recreational spaces for firefighters to dine and relax in between their 12 hours shifts.

Alongside transport and accommodation, CMAC organised hundreds of meals to be delivered over the three-week period.

As there were multiple incidents at various locations, CMAC were also called to invoke Lancashire Fire and Rescue Service (LFRS) **emergency recovery plan**. Again, requiring transport and accommodation close to the incident with recreational space and meals provided.




**1,500 rooms**



**400 journeys**



**800+ meals**



## Case Study: Gateshead Council

### The Client

**Gateshead Council** is the local government authority for the Metropolitan Borough of Gateshead, Tyne and Wear. The council is made up of 22 electoral wards, they also own and are responsible for the day-to-day management of nearly 20,000 homes.

### The Challenge

Residents of a ten-storey high rise in Gateshead were **immediately evacuated amid a “very complex” fire** across the 160-flat building in 2018.

The local Civic Centre served as an immediate safe zone for terrified families to congregate as firefighters tackled the blaze until temporary accommodation was arranged.

Eight fire engines spent almost **24 hours battling the blaze**, with support from an incident command unit, however residents were unable to return to their homes until the following week.

Amid the disruption, CMAC was called upon to **safely transport and provide temporary accommodation** for the evacuated residents.

### CMAC's Solution

Responding rapidly to the call from Gateshead Council, CMAC called upon its established network of transport and accommodation suppliers to provide a suitable emergency relocation strategy in under 20 minutes.

CMACs experienced team quickly secured appropriate hotel rooms for all the affected residents, under one roof, within a six-mile radius of the incident before arranging taxis to transport each household to their temporary accommodation whilst firefighters continued to tackle the blaze.

Alongside arranging safe and reliable crisis transport and accommodation, CMAC organised hot meals for the distressed residents of 138 council-owned homes who could not return to their residences until it was deemed safe the following week.

**A huge thank you to CMAC for going above and beyond under difficult circumstances, it was greatly appreciated by myself and our senior directors**

**Tony Alder, Incident Controller, Gateshead Council**