



MANAGED GROUND TRANSPORT
& ACCOMMODATION SOLUTIONS

**BUSINESS
CONTINUITY
TRANSPORT &
ACCOMMODATION
SOLUTIONS**

THERE WHEN YOU
NEED US THE MOST



KEEPING YOUR BUSINESS MOVING



An aerial photograph showing a roundabout and a road intersection. The roundabout is on the left, with a blue car and a red car visible. The road curves to the right, with a white dashed line marking. The surrounding area is filled with dense green trees and grass. In the bottom right corner, there is a parking lot with several cars and some buildings.

ABOUT **CMAC**

CMAC is the UK's leading specialist in planning and providing passenger transport and accommodation solutions to ensure business resilience and continuity.

Every day we support businesses move their employees, whether that is a planned exercise or during an emergency.

We know that many organisations will have a robust business continuity plan in place to include recovery sites, data restoration and operational requirements however, one element which is routinely underestimated is how to move employees during an emergency.

CMAC provides the UK's only award-winning emergency transport and accommodation service. Our customers have peace of mind that if an incident occurs, one call to our 24/7/365 incident room can invoke their emergency transport and accommodation plan in minutes.



KEEPING YOUR BUSINESS MOVING

We provide peace of mind that if an incident occurs and employees need to be moved, all that is needed is a call to our 24/7/365 incident room and we invoke the emergency plan in minutes.

CMAC delivers a complete solution, using a network of over 4000 vetted and approved suppliers. We understand that your people are your most important asset and we ensure that their safety is our number one priority.

Our experienced business continuity and resilience team will work within a business to gain an in depth understanding of its requirements and formulate a plan. We also provide simulated exercises and testing to fully prepare businesses for an emergency.

Many regulated industries are required by law to have a business continuity plan in place. CMAC have worked with many financial services businesses to make sure that they are meeting their legal requirements and moving their key employees safely.

We look after the transport element of your business continuity plan, leaving you to focus on getting back up and running.

YOUR EMERGENCY TRANSPORT PLAN

CMAC work with all clients to create a bespoke Emergency Transport Plan (ETP). This is a key component of our service to clients which minimises potentially stressful situations by detailing all procedures.



Location mapping - For business sites and recovery sites



Defined pick-up points - A robust pick up point plan



Route Mapping - Defined potential routes with expected journey times



Home Location Plans

KEEPING YOUR BUSINESS MOVING

As experts within business continuity transport and accommodation, we are continually investing in research to make sure we provide the solutions that you need.

*Our research has shown that less than 50% of employees have business travel insurance. However, most organisations, without a business travel continuity plan in place, expect their employees to drive themselves to a temporary work or recovery location. This could leave the organisation open to risk and a costly bill, if their employee were to have a problem.

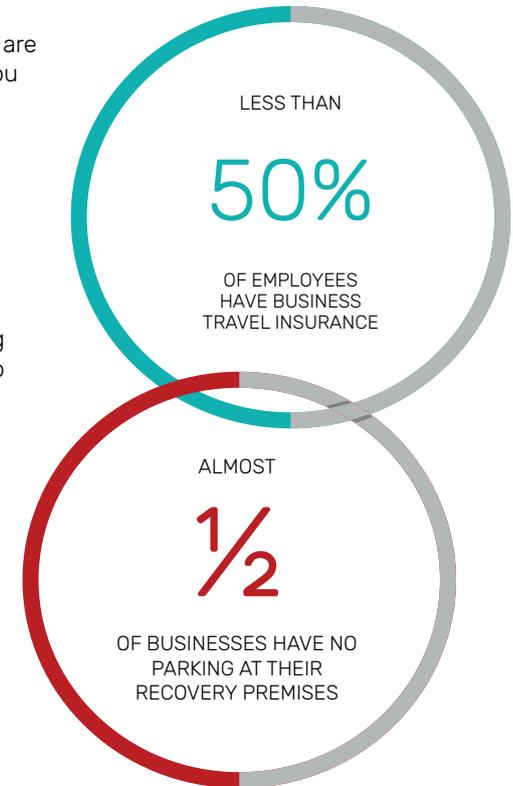
We also discovered that almost half of the businesses surveyed have no parking provision at their recovery premises, and that the average distance travelled to the premises was 50 miles.

This means that many businesses do not understand how much it will cost them if they did need to travel to a recovery site.

Our solution means that you will not need to deal with any parking, car insurance or expenses issues. If you need to invoke your business continuity plan, you will know how much this will cost and this can form part of your Business Impact Analysis (BIA).

KEY BENEFITS

- Providing you peace of mind that your employees are safe
- National extensive supplier network, with the ability to deliver, even during high peak demand
- Reduces impact on employee productivity, allowing you to get the business back up and running



*Research conducted May 2019 by CMAC. All 200 respondents have been verified as UK based businesses with continuity programmes in place.



BEAST FROM THE EAST

BUSINESS CONTINUITY TRANSPORT



UK based 24 hour dedicated control centre operating 365 days a year



Bespoke plans created for the evacuation, transport and accommodation of employees



Simulated exercises and testing



Dedicated account manager

THE CLIENT

During Beast from the East we worked with many organisations including large corporates, major airlines, ground handlers, rail operators and roadside assistance companies.

THE CHALLENGE

Between the 24th February and the 4th March 2018, the UK was hit by Arctic weather which was dubbed 'Beast from the East.' During this time CMAC assisted with moving over 100,000 people and booking 15,000 hotel rooms.

THE SOLUTION

In order to deal with the influx of requests (the highest volume that CMAC had ever dealt with) a number of additional processes were put in place.

Our technology played a big part in ensuring that calls and requests were dealt with efficiently. We emailed and texted our clients to remind them to use the online booking portal, rather than calling in to our call centre.

Our call volumes were high and enabling clients to book online meant they didn't need to wait for a call to be answered.

Similarly, we reminded all client front line operations staff that they could use the Live tracker app to view in realtime their ground transport and arrival times.

During this exceptionally busy time, CMAC invoked their own emergency plans, bringing in 'on-call' colleagues and utilising our three operation centre bases across the UK.

The severe weather caused mass disruption across the UK. With our extensive supplier network we were able to source many specialist vehicles, including 4x4's to make sure that people were not left stranded.

Here are some statistics demonstrating how CMAC supported all our customers as well as the train and airline industry during one of their worst periods of disruption:



HOW CAN WE HELP YOU?

We are dedicated industry experts in providing emergency passenger transport and accommodation for all sizes of businesses.

To see how we can ensure resilience within your business, please contact us for a free consultation:

✉ enquiries@cmacgroup.co.uk

☎ 01254 355 126

🌐 www.cmacgroup.co.uk



INDUSTRY RECOGNITION

In 2019 CMAC received the 'Best Contribution to Continuity and Resilience' award at the CIR Business Continuity Awards.

CMAC were also finalists in the Best Ground Transport Provider category at the Business Travel Awards.

