



CHAPÍN GROUP





INDEX

1. Chapín's group history
2. Business lines: services
3. Spain and Europe's presence
4. Human Resources
5. Material resources
6. Fleet
7. Technical resources
8. Quality Politics/ Certificates
9. Customer service
10. Our clients
11. Our contact details





CHAPÍN'S GROUP HISTORY

Largest discretionary transport company in the Autonomous Community of Madrid.

The **Chapin Group** has been transporting travelers **since 1979**, adapting to their needs and requirements, providing **maximum efficiency and professionalism** with one of **the most modern coaches and minibuses fleet** with an average age of less than 4 years, managed by a highly young qualified team.

The main quality parameter of Chapín's Group is that of not subcontracting, thus guaranteeing the **direct quality of our services**. All aimed towards a single goal, to successfully meet our customers requirements, an heterogeneous audience that demands quality.

Our clients give meaning to our work and that is why we surpass ourselves each day.





With a common feature in all of them:
maximum quality of service.

BUSINESS LINES: SERVICES

Our Group offers **discretionary transportation** by coach and minibus for any type of trips on **national or international** territories.

Services offered:

- Companies 'employees transportation.
- School transportation.
- University transportation.
- Tourist and congress transportation.
- Sport and leisure transportation.
- Coaches as an advertising support.
- Departure or arrival transfers at airports, rail or bus stations.
- Transfers to large events.
- Private transfers (weddings, christenings, birthdays ...)
- Dinners, congresses.
- VIPS Group.





PRESENCE IN: SPAIN AND EUROPE

Presence in all Spanish cities through agreements with one of the participated companies and through Chapín Group agreements.

Transfers to **European cities** such as Paris, Rome etc ...





HUMAN

RESOURCES

CHAPÍN's Group, is clearly committed to quality services, with a **highly qualified staff** who benefits from continuous training and refresher courses facilitated by companies and **institutions of recognized prestige.**





HUMAN RESOURCES



- Uniformed professional drivers, with an average of 10 years of experience.
- Tachograph course and new legislations.
- Safety driving and new technologies.
- Prevention and risk analysis of drivers 'job.
- Customer service and quality of service.
- Prevention of occupational hazards.
- Prevention Delegates.
- Responsibility of accompanying personnel in the adapted transport.
- Responsibility of companies and drivers in the transport of passengers by road. Digital tachograph.
- CAP (Certificate of Professional Aptitude).
- Requirement of the certificate of sexual crimes, requested to all drivers and monitors.
- Monitors and companions with training and an average of five years of professional experience.
- Quality and environment at work.



MATERIAL RESOURCES



Facilities

- Parkings (2) with a total area of 41,500 m² in Alcorcón (Madrid). Warehouse-workshop 1,800 m² in Alcorcón (Madrid).
- Operations center in Alcorcón (Madrid).
- Administrative Center and Headquarters in Alcorcón (Madrid).
- Emergency Plan, prevention of occupational hazards and authorizations for repair and maintenance of own and third-party industrial vehicles.
- Own workshops for the conservation and repair of own and third party vehicles.





MATERIAL RESOURCES



Vehicles

We have more than 110 vehicles, minibuses and buses from 9 to 74 seats, with more than 30 adapted vehicles for people with reduced mobility (PMR), as well as luxury vehicles (VIP), with an average age of the fleet of less than 4 years.

All our vehicles comply with the safety regulations in force, required to carry out school and children transportation, established in the R.D. 443/2001, which supposes an additional plus in this matter, on the standard demanded for vehicles of discretionary transport.



MATERIAL

RESOURCES

Security



Fleet characteristics

- Structural resistance to overturning.
- Seat belts in all places.
- Seats according to the energy absorption requirements of Royal Decree 443/2001, on school transport.
- Pneumatic suspension or equivalent according to regulations. Electronic stability program - ESP path.
- ABS anti-lock braking system.
- Electronic distribution of the EBV braking force.
- BDS emergency brake booster.
- Starter lock system with open doors.
- Reverse buzzer.
- Camera with night vision in the back and back door.
- Starter lock by the driver, with open engine covers. Driver blinds: electric front and window, manual.
- Speed control.
- “Front collision” (*).
- Lane departure notice (*).

(*). Available in all vehicles of the new range



MATERIAL

RESOURCES

Confort



Fleet characteristics

- Individual lighting.
- Air conditioning for heating and air conditioning.
- Heating convectors in passenger compartment.
- Tinted double side windows.
- Interior air renovation exceeding 15 m³ / (h * passenger). Pre-heater with programmer.
- Folding armrests.
- Central armrest.
- Seat and backrest of the seats, properly padded and covered in fabric or natural leather.
- Recliners.
- Absence of projections on the floor.
- Interior hand luggage rack.
- Microphone driver and crew where appropriate.
- Neon sign.



MATERIAL

RESOURCES

Other characteristics

Fleet characteristics

- DVD, HI-FI Sound, TV
- WIFI
- Front luminous sign
- Fridge
- Plugs
- USB charger
- GPS
- Mobile telephony
- Game tables
- Individual tables
- Footrest
- Coasters
- Safe
- Daily Press
- Cafe service
- Companion or tour guide
- WC
- Stewardess or local guide specialized in school transport or people with reduced mobility



Fleet characteristics

MATERIAL

RESOURCES

Accessibility



- Non-slippery floor.
- Wheelchair restraint system that supports tensile, torsion and bending forces, as well as translation and turning movements.
- Two anchor points for each chair, in addition to an easily operated pelvis retention device.
- Safety system that prevents the operation of the lifting platforms if the vehicle is not completely stopped.
- All lifting platforms have a load capacity of more than 300 kg.
- All platforms are equipped with a safety device to prevent the chair from leaving when it is not at ground level.
- Safety control with manual operation.
- In vehicles up to 22 seats, the door is equipped with an additional automatic step that reduces the distance between the first step and the ground.
- Vehicles from 35 seats are equipped with a hydraulic approach system to the road.
- Sensitivity valves on side doors.



FLEET



In Grupo Chapín, our fleet of coaches, with more than 110 vehicles, adapts to the specific needs of each client, with a high variety, always betting on **maximum SECURITY and COMFORT**, in each and every one of our coaches.

For this, we have in our fleet with conventional coaches and adapted for people with reduced mobility, **ranging from minibuses of 9-19 seats, to those of large capacity with 70 seats**. All of them have the necessary technology that gives them maximum comfort, as well as maximum safety, as reflected by the different ISO certifications that all the Chapín Group buses have.



FLEET



MINIBUS 19 SEATS WITH PRM



MINIBUS 19 SEATS



FLEET



MINIBUS 19 SEATS V.I.P.



COACH 34 SEATS WITH PRM



COACH 34 SEATS



COACH 54 SETAS WITH PRM



FLEET



AUTOCAR 54 PLAZAS



AUTOCAR 60 PLAZAS



V.I.P.



AUTOBÚS 70 PLAZAS



TECHNICAL RESOURCES



Technical means

Our management processes are computerized:

- Traffic management programs, fleets and drivers.
- Warehouse and purchasing management programs.
- Financial and analytical accounting programs.
- Equipment for tachograph reading (analog and digital).

Communications:

- Digital switchboards 12 lines.
- 24 hour service telephone.
- All vehicles and drivers have mobile telephony. All our vehicles have GPS.



TECHNICAL RESOURCES

Technical means

Maintenance workshops for our own buses and for third parties' vehicles. We have 2 workshops, prepared for roadside assistance, capable of handling and resolving virtually any breakdown or mechanical incident outside our facilities. We are a group in constant evolution and our vocation of customer service and commitment to quality, requires a permanent update.

Therefore we try to be at the forefront in terms of human and material resources, improving the training of our staff and management processes, and incorporating those technical advances which provide us with greater added value in our service and quality standards.



TECHNICAL RESOURCES



GPS: Fleet control in real time:

Control of vehicles with stop pass alarm. In the event that a bus does not pass through a stop on time, the control center receives a warning alarm.

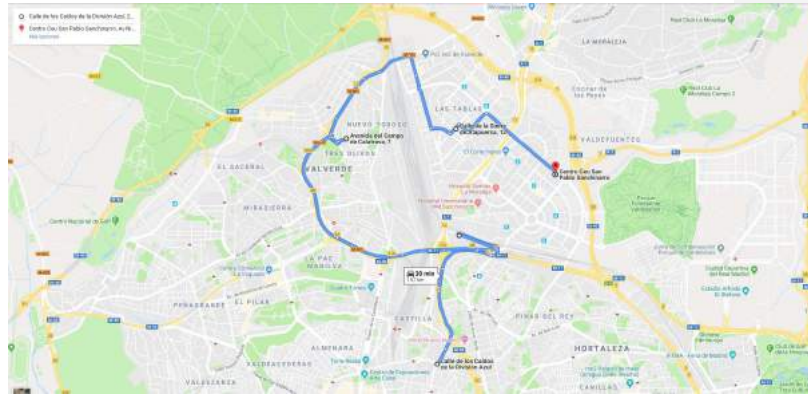
Ubicua Travel:

APP for users of the transport service (tutors / parents of students), where they can check in real time the location of the vehicle that is making their route and the estimated time at each stop and at arrival.





TECHNICAL RESOURCES



Consulta de rutas y paradas.

Elegir origen:
SANTO MARTIN CELI

Elegir ruta:
RUTA 1 ENTRADA

Paradas	
Hora	Dirección
07:40	PLAZA CASTILLO DEPOSITO
07:45	RIO MILANCA CAJON DIVISION AZUL
07:55	BULCE CAJON AS
08:20	SALIDA DE ATAPUERCA N°12
08:22	CALLEJON DE LA RIVERA CON CALLE BOCAJILLA DEL CANTON GRABOCCI

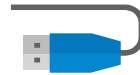
Web platform

Where tutors / parents can access and complete / renew school routes for the next school year, check routes, and request special services.

Visualization of routes and stops.

User control (QR codes).

USB and Individual Chargers



WIFI built inside the buses





TECHNICAL RESOURCES



User control using QR codes:

Workers scan their code and obtain the control of the users, bus occupancy, customers not presented and free seats available in real time.

Advantages:

- Lighten and make it easier for passengers to get on the bus, avoiding driver checks.
- Automate the process of uploading passengers to the bus.
- Bus occupancy control.
- Real-time communication with S.A.E.
- Thanks to its touch screen the information is shown clearly and its use is very simple.



QUALITY POLICY/CERTIFICATIONS



Chapín Group's Quality Policy

The quality policy is defined by the senior management of our Group and all the business Units of the company must follow the guidelines present in our Quality Policy:

- The client is the center of gravity of our activity, in such a way that we must know perfectly well all our clients and detect their needs, making sure that we keep them all satisfied.
- We offer an attractive product, by providing a service with the highest levels of security and comfort, which is managed effectively and efficiently.
- Comply with the legal and administrative requirements applicable to our activity, including current environmental regulations.
- Incorporate new technologies to the provision of services.



QUALITY POLICY/CERTIFICATIONS

- Provide an homogeneous service and systematize processes and performance methodology.
- Promote internal communication in order to favor a participatory environment among workers and involve them in achieving the objectives.
- Promote training at all levels in order to have trained, professional and collaborative staff.
- Consider the continuous improvement of quality as a permanent objective, which increases the quality perceived by our travelers.
- Collect all doubts, suggestions or complaints and process them immediately for a favorable solution.
- Put at your disposal all the infrastructure from drivers to general management for an immediate solution of any conflict or suggestion.
- Collect all possible improvements suggested and execute them.
- Get involved in all projects that can improve the relationship and image of all our customers and Chapín in the social and the environmental space.





QUALITY POLICY/**CERTIFICATIONS**

Chapín Group, has an environmental management and monitoring plan based on the 14001: 2004 standard.

Quality certifications

All vehicles strictly comply with the European safety Regulations and are backed by the most prestigious quality certificates.

- ISO 9001: 2008 (Quality Management)
- ISO 14001: 2004 (Environmental Management)
- ISO 39001: 2013 (Road Safety Management)
- OSHAS 18001: 2017 (Occupational Health and Safety Management)
- ISO 13816: 2003 (Public Passenger Transportation)



QUALITY POLICY/CERTIFICATIONS





QUALITY POLICY/CERTIFICATIONS





CUSTOMER SERVICE



Chapín's Group has the newest technologies and offers to its clients both information and travel organization with the highest standards.

Customer service:

Chapín Group offers a 24 hours service (with direct contact with each of our vehicles) to correct any anomaly or unforeseen emergency.

Attention 24 hours to immediately solve any problem or incident directly related to our services.

Telephone: + (34) 618 430 478

Chapín's Group website:

We have a Web page for general information regarding our group. You will be able to communicate with us through our webpage. In fact, most of the communication with our regular customers, in relation to services, are done through our page.

www.grupochapin.com





OUR CLIENTS

TURISM

Chapín Group do the transfers of large touristic groups such as Globalia, the Travel Brand and hotels for tourist tours purposes or for any trip that tourists might require in Spain and in Europe.

Bist*
Booking manager de Barcelona Turismo

B the travel
brand

 GLOBALIA

Halcon
viajes.com

Special Tours

 **NAUTALIA**
BUEN VIAJE
Buen viaje

Travelplan

CITYLIFE
MADRID





OUR CLIENTS
COMPANIES

Whether a company needs a transportation route for its employees or some transfers for its executives, our Company will take care of all the mobility needs a client may have and will provide its best vehicles to ensure that our clients' employees are transported with the maximum comfort and safety.





OUR CLIENTS SCHOOLS

Chapín is a reference in the community of Madrid school routes and kids transportation, for both public and private entities. We combine professionalism and safety so that children are transported with the highest quality and flexibility, including route monitors and bus tracking via GPS. All those services provide for greater transparency and better quality of final services.





OUR CLIENTS SPORT CLUBS AND ASSOCIATIONS



Chapín Group is responsible for the transfer of sports clubs and teams. Whether a club needs to take their team to the airport for a match in Spain or in other countries, or needs specific transfers, Chapín will take care of everything and will provide your club with their best buses available. We can even vinify our bus with your team's colors.

We also work with associations that favor the insertion of people with special needs such as Ande and Apanid.





OUR CLIENTS

**RESIDENCES AND PRIVATE
INDIVIDUALS**



Chapín Group takes care of the transfers of the elderly from their homes to their senior care centers. We perform services for several residences in the community of Madrid such as the Adolfo Suarez Residence, the Reina Sofía Residence or the Grand Residence among others.

Chapín Group takes care of the transfers of private individuals for all kinds of events: a wedding, a birthday, a holiday, a weekend excursion or touristic visits to any city etc ... We adapt to all the needs of our customers. Go where-ever you need and ask for the size of vehicle that best suits your requirements (Big buses and coaches, medium and small size buses or even mini-van VTC).



**CONTACT
DETAILS**

www.grupochapin.com



Grupo
CHAPIN
Autocares



+34 914 860 034

comercial@grupochapin.com

Visit us on our social networks