

## COMPANY PROFILE



## VOILS INTERNATIONAL LIMITED



## **Background**

Voils International is a fully established and legally registered company operating car hire services, tracking and fleet management business. Our driving force is the passion to provide efficient and personalized customer care service to all those who engage with us. We always strive to exceed our customers' expectations by keeping our promises and assuring them of our trust at all times.

Our service delivery is pegged on quality, value and reliability. Our growth pattern can be traced largely to references and word of mouth from clients who have enjoyed satisfying and fulfilling experience with us

## **Mission**

Our mission is to complete our customers' car hire needs in Uganda and, in doing so, exceed their expectations for service, quality and value.

We will strive to earn our customers' loyalty by working to deliver more than promised, being honest and fair and "going the extra mile" to provide exceptional personalized service that creates a pleasing business experience.

Treat employees and customers like family and never compromising our commitment to superior customer service. We will work to engage the community in which we operate, improve diversity through our ranks, and contribute resources to the causes that matter the most.

Although it is our goal to be the best and not necessarily the biggest or the most profitable, our success at satisfying customers and motivating employees will bring growth and long-term profitability.

After all, we are not entitled to our success. We have to earn it, each and every day.



## **Vision**

Our vision is to be the premier and preferred rental company on the Ugandan car rental market and to offer service beyond customer satisfaction and demand.

We want to help our clients maximize their customer lifetime value and increase their competitive advantage by helping drive productivity and efficiency while delivering measurable results.

## **Values**

Our values help us drive our objectives and provide us with guidelines by which we achieve good results. Our corporate values are guideposts to mark the path and guidelines within which we behave in our dealings with each other, our clients and the communities in which we operate. Only by maintaining this shared focus do we, as individuals, become a successful team we can achieve full potential.

- **Integrity**

We insist on open, honest and fair relationships with our customers, each other and business partners. We believe this is the only way to do business.

- **Leadership**

We will continuously strive to ‘do the right thing’ in support of our clients, fellow employees and all of our stakeholders. We will lead by example and set our standards high for others to follow.

- **People**

We respect our employees and value their contributions. We believe in teamwork, and as a team, delivering exceptional results to our clients and their customers.

- **Clients**

We value our clients as business partners. We are dedicated to providing the highest quality of service to them and will treat their goals and objectives as our own. We will increase their competitive advantage by consistently exceeding expectations.

- **Entrepreneurial Spirit**

We foster innovation and will take personal risks to improve our service offerings. We will continuously strive to be the best in order to earn and securely maintain our position as the one of premier providers in car rental business.

## **Objectives**

- We are a customer focused organization; we listen to our customers by providing them superior service exceeding their expectation. Thus earning their trust, respect and confidence.
- We are a unified team, where we believe in collaboration, professionalism, investing in our employees, technology, quality, continuous learning and improvement.
- We consistently believe in the sense of originality and its innovation, as we empower our people to be inventive and resourceful.
- We value our role in the community, where we recognize the responsibility and opportunity to contribute to society and make a meaningful difference.
- We communicate global reputation by ensuring effective corporate visibility.





## Car Hire Services

We offer a wide variety of vehicles in various specification and sizes to cater for our customer requirements and needs. Vehicles are well maintained and serviced by qualified experienced technicians with strict supervision of management of Voils International Limited.

All our vehicles are comprehensively insured.

All our vehicles are well equipped with fire extinguishers and first aid boxes.

We provide special corporate rates for both long term and short term car rentals



## Fleet services

Any load from 1 ton to 32 tons, as well as abnormal loads can be negotiated to any destination in Uganda. With a fleet that gets replaced on a regular basis, we seek to provide a more reliable service to customers, to deliver on time to critical operations mission.

We are well known for our competitive rates, as well as an efficient and well-trained operational staff with reliable drivers. Currently the company has 20 dedicated Vehicles of various types as The transport service offered comprises of usage of Land cruiser Prado Tx, Saloon cars like Premios, Double cubin picks both Nissan hard body and Toyota Land cruiser pick up and Hilux, Coaster buses, Coaches, Super Customs and 14 seater vans,

The utilization of low beds, super link taut liners, flat decks, drop sides and many support delivery and collection of vehicles, to cater for a variety of customer needs, as well as being fully customer satisfactions and a certified in-bond transporter.

Our reputation of good and standard service, efficiency, on-time service and reliability will move your business, likewise our own, successfully through the difficulties facing the transport industry of today and tomorrow.



## Clients

### Designer Group



### Diageo PLC

# DIAGEO

### FDT Ireland



### TSMG Consulting



### Contact Information

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