



VELOX[®]
S E R V I Z I
OUTSOURCING HOSPITALITY





IF YOU ARE VELOX ARRIVE FIRST



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Hello, I'm Gianmaria Villa, the founder of Velox Servizi and I wanted to add this introduction to our presentation to highlight the important aspects that make us stand out from our competitors.

Velox Servizi was set up in 1990 and has always operated with business integrity, with special focus on our collaborators, who are the backbone of the company.

An artisan way of working and mindset applied on an industrial scale have ensured that Velox Servizi developed in a gradual, consolidated manner, winning a select number of customers annually and providing that personal touch that underpins relationships based on loyalty.

Working according to strict business principles provides a guarantee first and foremost for our customers.

Our strengths include the following:

*Business continuity since 1990
Only working with personnel recruited directly
Work is never subcontracted
We have long-established customers
We have loyal employees
No company or union conflict*

Regards

Gianmaria Villa.



OUTSOURCED HOTEL SERVICES

High cleaning standards are
the essence of hospitality

*Clean and tidy premises reflect the care
and dedication that is given
to hotel guests.*


*Thoroughness and care
to detail demonstrate a
commitment to creating
an atmosphere of wellbeing
in a healthy, harmonious setting.*

*Streak-free windows, polished flooring.
clean rugs, anti-dust treatments
and sanitised surfaces are the best way to
make a lasting impression
and make guests feel welcome.*



PROFESSIONAL ROLES



-  Room cleaners
-  Housekeepers
-  Hotel porters
-  Night porters
-  Restaurant waiting staff
-  Dishwashers
-  Receptionists
-  Valet parking attendants
-  Unarmed security staff
-  Storeroom staff
-  General porters
-  Maintenance staff
-  Lifeguards





IMPECCABLE SERVICE ENHANCES THE QUALITY OF AN ENVIRONMENT AND EMPHASISES ITS CHARACTER

SERVICES

Room services:

Velox room cleaners and domestic staff work efficiently and with respect for customer privacy. These expert personnel look after guests and their personal belongings with care, confidentiality and efficiency.

Services in communal areas:

Personnel in foyers, car parks and all other communal areas understand the value their courtesy and welcome bring to a guest's hotel experience, who values a smile and readiness to help.

General services:

Backroom personnel in any facility are essential, because it's what happens away from customers' eyes that's necessary to ensure complete customer satisfaction. As a result Velox can also provide specialist personnel for goods handling and dishwashing operations.







ADDITIONAL SERVICES

Supply of linen and courtesy supplies

To complete its service, Velox uses a trusted partner to supply hotels with courtesy supplies and washed and sanitised linen, to meet the requirements of hoteliers in a professional manner.

Catering services - Food & Drink

Velox can look after all hotel catering services, including the management of kitchen and dining areas using professional chefs, waiting staff, and dishwashers, and the management of bars and room mini bars.

Internal goods handling

Velox can also provide personnel to handle goods internally using electric pallet trucks and forklifts. These specialist staff can quickly and efficiently move goods, carry out small maintenance jobs, load and unload goods, and anything else necessary to support customers.

Room sanitisation service using Ozosi®

*For Velox “**Every Customer Is a Priority**” therefore staff use the patented Ozosi® sanitisation system to enhance cleaning quality in rooms. This system uses the oxidising power of ozone to purify, sanitise and deodorise hotel rooms in a natural, safe and environmentally-friendly manner, making the room completely non-allergenic by eliminating mites and dust.*

Velox App

All Velox staff use a global application to optimise procedures and enable immediate communication with reception for room availability.





VELOX
SERVIZI

Vi auguriamo un piacevole soggiorno



VELOX, PROFESSIONAL SOLUTIONS AT THE SERVICE OF YOUR HOTEL

WORKING WITH VELOX MEANS

- ▶ *Personnel organisation and management which is flexible, efficient and adaptable to various requirements.*
- ▶ *Financial savings - Velox rates are lower than management costs for internal staff.*
- ▶ *Only set costs - no need to worry about unexpected personnel management costs for illness, accident or maternity leave.*
- ▶ *Concentrate on your company's core business - the solutions provided leave room for focusing on strategic business operations.*
- ▶ *An expert partner that adds value to your business.*







Certification: guaranteed results

The attention to customer needs and the quality of the services provided have allowed Velox to obtain in 1998 the ISO 9001 certification, recently updated in ISO 9001/2000, in the design and supply of cleaning services in the civil, commercial, industrial and food subject to HACCP regulations, in 2008 the ISO 14001: 2001 certification and in 2013 the BS OHSAS 18001 certification. This means being able to guarantee professional results to the highest and constant quality standards in full compliance with the safety, legality and equity standards guaranteed by the dictates of a company code of ethics of Law 231/2001 on Corporate Responsibility that Velox has decided to guarantee and respect.

Ethic Code



DNV-GL		
MANAGEMENT SYSTEM CERTIFICATE		
Certificate no./Certificato No.: 132267-2013-AHSO-ITA-ACCREDIA	Data prima emissione/Initial date: 25 marzo 2013	Validità/Valid: 25 marzo 2016 - 25 marzo 2019
Si certifica che il sistema di gestione di/This is to certify that the management system of		
VELOX SERVIZI S.R.L. Unipersonale		
Sede Legale e Operativa: Viale del Lavoro, 33 - 37135 Verona (VR) - Italy		
È conforme ai requisiti della norma per il Sistema di Gestione della Salute e Sicurezza sul Lavoro/ has been found to conform to the Occupational Health and Safety Management System standard:		
BS OHSAS 18001:2007		
Valutato secondo le prescrizioni del Regolamento Tecnico RT-12/ Evaluated according to the requirements of Technical Regulations RT-12		
Questa certificazione è valida per il seguente campo applicativo: Erogazione di servizi di pulizia in ambito civile, commerciale, industriale ed alberghiero (Settore EA: 35)	This certificate is valid for the following scope: Provision of cleaning services for civil, commercial, industrial and hotel chain (EA Sector: 35)	
<div> <div> <p>Luogo e Data/Place and date: Vimercate (MB), 29 agosto 2016</p> </div> <div> <p>Per l'Organismo di Certificazione/ For the Certification Body Vittorio Marzaroni Management Representative</p> </div> </div>		
<small>La validità del presente Certificato è subordinata al rispetto delle condizioni contenute nel Contratto di Certificazione/ Loss of fullness of condition as set out in the Certification Agreement may render this Certificate invalid. DNV GL Business Assurance Data 01-1, Via Energy Park, 14 - 20087 Vimercate (MB) - Italy. Tel. +39 0362 90 905. www.dnvgl.it/businessassurance</small>		

DNV-GL		
MANAGEMENT SYSTEM CERTIFICATE		
Certificate no./Certificato No.: 132267-2008-AE-ITA-SINCENT	Data prima emissione/Initial date: 30 luglio 2008	Validità/Valid: 30 febbraio 2018 - 30 febbraio 2021
Si certifica che il sistema di gestione di/This is to certify that the management system of		
VELOX SERVIZI S.R.L. Unipersonale - Sede Legale e Operativa		
Viale del Lavoro, 33 - 37135 Verona (VR) - Italy e i siti come elencati nell'Appendix che accompagna questo certificato / and the sites as mentioned in the appendix accompanying this certificate		
È conforme ai requisiti della norma per il Sistema di Gestione Ambientale/ Has been found to conform to the Environmental Management System standard:		
ISO 14001:2015		
Valutato secondo le prescrizioni del Regolamento Tecnico RT-09/ Evaluated according to the requirements of Technical Regulations RT-09		
Questa certificazione è valida per il seguente campo applicativo: Erogazione di servizi di pulizia di uffici in ambito privato e nella pubblica amministrazione (EA 35)	This certificate is valid for the following scope: Provision of office cleaning services for public and private bodies (EA 35)	
<div> <div> <p>Luogo e Data/Place and date: Vimercate (MB), 29 agosto 2016</p> </div> <div> <p>Per l'Organismo di Certificazione/ For the Certification Body DNV GL - Business Assurance Via Energy Park, 14 - 20087 Vimercate (MB) - Italy Zeno Belloni Management Representative</p> </div> </div>		
<small>La validità del presente Certificato è subordinata al rispetto delle condizioni contenute nel Contratto di Certificazione/ Loss of fullness of condition as set out in the Certification Agreement may render this Certificate invalid. DNV GL Business Assurance Data 01-1, Via Energy Park, 14 - 20087 Vimercate (MB) - Italy. Tel. +39 0362 90 905. www.dnvgl.it</small>		

DNV-GL		
MANAGEMENT SYSTEM CERTIFICATE		
Certificate no./Certificato No.: CERT-03152-198-AQ-VEN-SINCENT	Data prima emissione/Initial date: 03 luglio 1998	Validità/Valid: 03 luglio 2018 - 03 luglio 2021
Si certifica che il sistema di gestione di/This is to certify that the management system of		
VELOX SERVIZI S.R.L. Unipersonale - Sede Legale e Operativa		
Viale del Lavoro, 33 - 37135 Verona (VR) - Italy e i siti come elencati nell'Appendix che accompagna questo certificato / and the sites as mentioned in the appendix accompanying this certificate		
È conforme ai requisiti della norma per il Sistema di Gestione Qualità/ has been found to conform to the Quality Management System standard:		
ISO 9001:2015		
Questa certificazione è valida per il seguente campo applicativo: Erogazione di servizi di pulizia in ambito civile, commerciale, industriale ed alberghiero (EA 35)	This certificate is valid for the following scope: Provision of cleaning services for civil, commercial, industrial and hotel chain (EA 35)	
<div> <div> <p>Luogo e Data/Place and date: Vimercate (MB), 03 agosto 2016</p> </div> <div> <p>Per l'Organismo di Certificazione/ For the Certification Body DNV GL - Business Assurance Via Energy Park, 14 - 20087 Vimercate (MB) - Italy Zeno Belloni Management Representative</p> </div> </div>		
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How does it work?

1 After the usual accurate room cleaning **Ozosi** specialised operator enters the room with the equipment.



2 He opens all closed compartments and drawers.



3 He sets the timer according to the room cubage and starts the machinery.



4 He leaves the room and applies outside the keep out card.

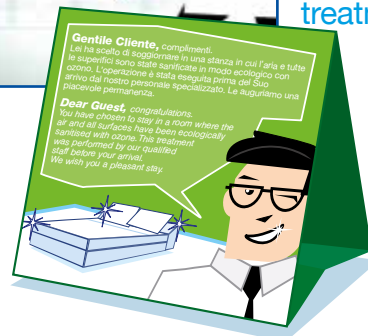


5 When time is up, the room is sanitized through the elimination of bacteria, moulds, mites, smells and spores.

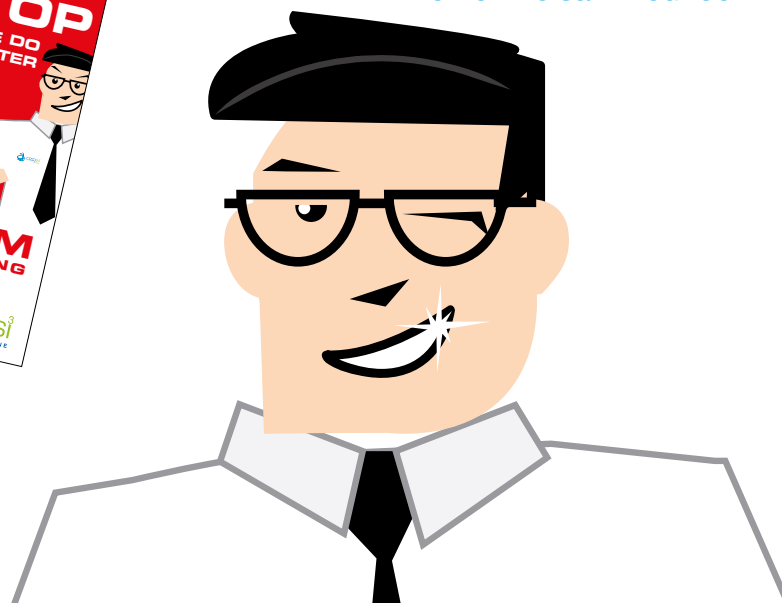
6 The operator enters the room, switches the machinery off and closes all compartments.

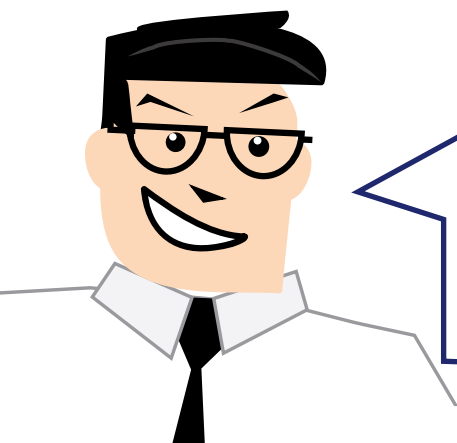


7 Before leaving he puts the **Ozosi** plate on the bed, certifying that the treatment was executed.



8 He leaves the room, removes the keep out card and replaces it with the welcome card, inviting enter the sanitized room.





Ozosi, the sanitization that hotel owners and costumers enjoy.

Ozosi is the innovative **Ozosi** sanitization system which uses the oxidising power of ozone to purify, sanitize, disinfect and deodorise environments naturally, ecologically, efficiently and safely.

Already used in situations where hygiene is vital; as in operating rooms, in the preservation of foodstuffs, in the purification of water, thanks to **Ozosi** now the sanitization by ozone can be performed also in the rooms of your hotel.

Each costumer is the first.

Immediately after the use of **Ozosi** the environment is completely sanitized, all areas and surfaces are disinfected and sanitized, and it is always like being the first costumer in the room. In fact, the particles are naturally decomposed and replaced by pure oxygen.

A new di business opportunity for you.

Sanitization through **Ozosi** is a an extra service which caters for the growing hygienic needs of costumers, increases room comfort and enhances the image return of your structure.

Each costumer will be happy to purchase this exclusive service.



Ideal for hotel rooms.

Ozosi is ideal for hotel rooms because in a short time, an average 40 minutes for each room, it completely penetrates into all kind of textiles (carpet, curtains, mattresses, pillows, towels), it enters the air conditioning, ventilation and exhaust systems where exclusive service it destroys any kind of microorganisms, with no need of further manpower or of any specific sanitizing or deodorizing products.

The power of natura.

Ozone is a natural gas – it is released for example during storms – whose strong oxidizing power allows a throughout disinfection and sterilization of air, water and all kind of surfaces. In a very short time it can degrade any kind of polluting agent, eliminate smoke and other smells, destroy mites, viruses, insects, bacteria, spores and moulds in a totally natural way, with no need of cleansing agents and without releasing pollutants or other substances harmful to health (as prescribed by regulations about Environment Certification Iso 14000). As bactericide it is more reactive than chlorine, its elimination rate of viruses and bacteria goes beyond 99,98%.

Recognized efficacy.

Food and Drugs Administration, the strict U.S. authority regulating food and pharmacological products, has declared ozone a safe agent.

Ozone can be safely used in hotel rooms because it is not flammable or explosive.

Any customer will be happy to purchase this exclusive service.

Provide your customers with the best, ask for Ozosi treatment.



Ozosi is an extra guarantee of hygiene and safety for families, a well deserved comfort for business travellers, an option which makes your holiday even more pleasant. Choose **Ozosi** cleaning treatment.



THE NEW OPPORTUNITY FOR YOUR BUSINESS

EACH CUSTOMER IS THE FIRST

The innovative sanitization method by ozone for your hotel rooms.