

Our mission, vision and values

Delivering for Scilly



We are the Isles of Scilly
Steamship Group

*Our values COMMUNITY



Santa's Sleigh

As Christmas approaches, Island Carriers decorate their lorry to carry the Santa sleigh - and even contributed when the sleigh needed refurbishment. The team love watching all the excited children waiting to meet Santa, knowing they made it possible.

Pictured Jeanette Ware,
Operations Manager, Island Carriers

Founded on Scilly, for Scilly

In March 1920, the people of the Isles of Scilly started a company, to deliver a reliable transport link to the mainland. We are that company.

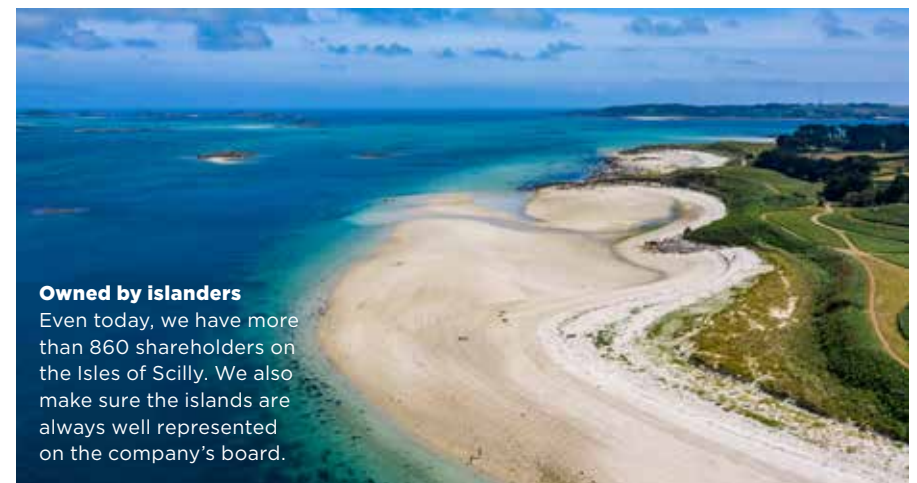
Today, the Isles of Scilly Steamship Group is a little bit bigger. As well as transporting passengers, we deliver luggage and carry freight. We fly planes and fix ships. We run an airport and sell coffee.

But our aim is always the same: to deliver for Scilly. And everyone who works here has an important part to play. Over 200 team-mates, with one purpose.

In the next few pages, you'll read about what we want to achieve, and how we're going to do it.

But our vision, mission and values weren't dreamed up by bosses in an office. We asked everyone who works here what they thought. These words are based on real comments from drivers, engineers, and baggage handlers, customer service agents and air traffic controllers.

And it seems things haven't changed very much since 1920.



Owned by islanders

Even today, we have more than 860 shareholders on the Isles of Scilly. We also make sure the islands are always well represented on the company's board.

Our vision

Delivering for Scilly

Our vision is the reason we are here.

Almost a hundred years later, we are here to provide the islands with what they need. One way or another, everything we do helps us to achieve that.

Delivering for Scilly

Our mission

To be recognised for providing excellent transport services for Scilly

Our mission is the thing we want to do.

Transport

That's at the heart of our company - transporting people and things - including all the services and engineering that make that happen.

For Scilly

because that's the reason we were founded. In the long run, everything we do should benefit our community.

Recognised

because we want the islanders to be proud of their service, and we want our people to be proud to work here.

Excellent

because Scilly shouldn't have to settle for just an OK service. We want to keep improving, wherever we can.



Our values

TRANSPARENCY

Putting it right

We all make mistakes; it's how we respond that's important. When a container full of luggage was left on St. Mary's, Chris and his team were honest with passengers, and updated everyone individually. This helped them to return 99.2% of the bags.

Pictured Chris King,
Customer Services Manager

Our values

What we stand for



Eight ways we'll deliver for Scilly

Delivering an excellent transport service is a fine ambition. But how will we make it happen? Here are 8 things we'll do to keep our promise.

Bring more people to Scilly – and keep them coming back

We want more people to fall in love with Scilly. So we'll use targeted marketing to build on the peak season, and make the season longer. We want to make it easier for people to book, too. And we want to make the whole journey as enjoyable as possible, so people travel with us again often.

Deliver more cargo through a simpler, smarter freight service

We'll keep investing in new equipment and working with partners to continuously improve our freight service. We'll communicate better with customers, and make our pricing easier to understand. And by providing the service people want, we'll deliver more freight.

Keep our costs low, by getting things right first time

The reality is, offshore transport can be an expensive business. If we want to keep delivering for Scilly, we need to keep our costs under control. So we'll focus our efforts on the things we're best at, and make sensible cost savings where we can. We'll work in a smart, efficient way – because when we get things right first time, it keeps costs low and pleases our customers too.

Invest for the long-term future

To keep delivering a transport service for Scilly, we need to plan ahead. We know ships, planes, and buildings only last so long – and that people will demand new and better services. So we'll keep investing to improve what we do. And we'll work with the Department of Transport to ensure that Scilly will always have the connections the islands need.



Invest in our people too

Great facilities, vessels, and systems can't deliver an excellent service on their own. We need great people. And we need to invest for the long term here too – to make sure our people keep learning, and moving forward in their careers. As well as gaining the latest skills, this will help to keep everyone motivated to give their best.

Communicate better with our community, and our own team

Our people and the communities we serve have a right to know about how we're doing, and why we make the decisions we do. We'll do more to communicate clearly and openly – with regular updates and community engagement events. And communication works both ways, so we'll hold listening events too.

Make onward journeys easier

Our services depart from Penzance, Land's End, Newquay, and Exeter. But for our passengers, the journey usually doesn't start or finish there. So we'll work to line our schedules up with connecting travel services. We'll also meet with travel decision-makers to improve connections overall. This will make it easier to tempt people to try Scilly – and help islanders travelling on the mainland.

Look for new services that can help us deliver for Scilly

We want to stick to what we're good at. But there might be new services that fit well with what we do, and that can help us achieve our mission, while providing things our customers really need. We'll keep an eye open for those opportunities to build a bigger and better company.

It's a journey. Come along with us.

These ambitions won't happen overnight. Changing the way we work is a journey. It will take time, and effort, and a lot of open, honest communication. We will make mistakes, and we'll learn from them. We will deliver for Scilly. You have an important part to play.

To our team

We know you're very committed. We see how you go the extra mile, and work to support your team. We want to build on that, with new skills and learning opportunities, and smarter ways of working.

Hopefully, living up to our values should be easy – because they're your values, and you chose them. And your manager should always be able to tell you how the work you're doing helps us to achieve our goal.

To our business partners

We'll need your help to deliver our objectives, and in particular to uphold our values. Please hold us to them, and challenge us where we need it. We might ask you for new things, or for your patience as we explore new ways to work. We hope you'll find the journey an exciting one, as we collaborate with you to deliver for Scilly.

To the people of Scilly

We know this hasn't always been an easy relationship. But we're your company – founded on Scilly, by Scillonians, for the benefit of the islands. We've served Scilly for a hundred years, and we'd like to serve you for at least a hundred more.

Our job isn't always straightforward – sometimes there are hard decisions to make, and we can't please everyone all the time. But if there's a way we can improve, please tell us.

Above all, let's keep talking.

To deliver an excellent transport service for Scilly, we need to know what we're doing well, and where we can improve. We need your feedback, your suggestions, and your ideas. If there's a way we're not living up to our values,

if we're not keeping our promises – or indeed if we're going above and beyond – please let us know. Between us, we can keep improving to create a service we can all be proud of – team members and islanders alike.

Our values **RESPECT**



A helping hand

Jacky spent 25 minutes helping a 95-year-old passenger walk along Penzance Quay, because she didn't want to use a wheelchair. Jacky was rewarded by hearing the passenger's lifetime of travel stories.

Pictured Jacky King,
Passenger Service Supervisor

