

Service Charter

Welcome from the Chairman

It gives me great pleasure to introduce our Service Charter to you. If you are an existing customer, I would like to thank you for your past, present and future support. If you are a new customer, I would personally like to welcome you to, what we hope, will be a long and fruitful trading relationship. My commitment to you is that we will strive to be the best in our field, will be a good representative for your business and will value our partnership with you. I also undertake to be personally available to any of our customers to discuss their individual needs and issues.



Steve Porter, FRSA

Who we are

The Steve Porter Transport Group (SPTG) was founded by the current Chairman in 1981 to service a demand for a quality Isle of Wight based distribution service combined with a reliable cross-Solent service to and from the UK mainland.

Over the years the group has flourished and gained valuable expertise in a whole range of diverse activities: Pallets, Full & Part Loads, Contract Distribution, Warehousing, European and International Freight and Courier, Project & Resource Management together with Technical Packing Services, a subsidiary providing case design, manufacture and bespoke packing solutions.

The SPT Group delivers a service that is reliable, cost effective, secure and personal.

We deliver solutions not excuses.....

Our commitment to you

Core values are at the heart of SPTG ensuring that we deliver the very highest service levels in all we do.

We are committed to working with our customers in partnership to grow our businesses and enhance value.

Teamwork is paramount, together with respect and trust for colleagues

We have the desire to improve through learning, innovation and developing our colleagues

SPTG place the very highest values on the health and safety of our work colleagues and customer's staff alike.

How to contact us

We are totally transparent and will ensure that our telephone, fax and Web services are at all times working and kept up-to-date with the latest technology and information

Partnership: Help us provide an improved service

As a company we listen to the ever changing market demands and face them

We need your comments and suggestions to help us deliver the service that is right for your business

How we will be accountable

We take total responsibility for our behaviour and will act with integrity at all times

What you can expect from us

At all times striving to be honest, friendly, professional and courteous and encouraging open two way communication with everybody. Making certain that the service level delivered matches or exceeds our customer's expectations.

AT YOUR SERVICE

Specialist freight movements for industry and commerce