

# Our Charter

## Secure

Protect all information and respect confidentiality.

## Supportive

Create guidance and provide support when you ask for help. Build and use effective digital services.

## Fair

Be honest in our dealings with each other and create a level playing field so all taxpayers are treated equally. Tackle evasion and avoidance, use powers consistently and proportionately.

## Engaging

Support the Welsh Public to understand devolved taxation and work together to develop it for the benefit of Wales.

Secure  
Diogel

Responsive  
Ymatebol

Supportive  
Cefnogol

Bilingual  
Dwyieithog

Fair  
Teg

Accurate  
Manwl Gywir

Engaging  
Ymgysylltu

Efficient  
Effeithlon

Working together  
to deliver a  
fair tax system  
for Wales

## Responsive

Listen to each others points of view and be open in our conversations, act on feedback and advice given. Treat each other with respect.

## Bilingual

Confidence to conduct our business in Welsh and English.

## Accurate

Work together to get things right and correct them if we need to, share accurate data and information, taking reasonable care to avoid mistakes. Keep accurate records.

## Efficient

Respond quickly to each other, submit returns and process requests on time. Identify ways we can improve the service.