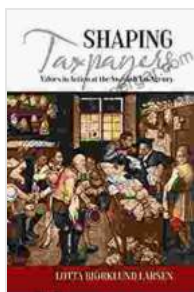


# Values in Action: How the Swedish Tax Agency Embodies EASA 30

The European Association of Securities Administrators (EASA) 30 code of conduct is a set of ethical principles that guide the work of securities regulators. The code is based on the principles of honesty, integrity, and fairness, and it sets out specific rules and regulations that members must follow.



## Shaping Taxpayers: Values in Action at the Swedish Tax Agency (EASA Series Book 30) by K. Chandru

★★★★☆ 4.4 out of 5

Language : English  
File size : 7453 KB  
Text-to-Speech : Enabled  
Screen Reader : Supported  
Enhanced typesetting: Enabled  
Word Wise : Enabled  
Print length : 312 pages



The Swedish Tax Agency is a member of EASA, and it has adopted the EASA 30 code of conduct as its own. The agency has operationalised the values of the code in its day-to-day work, and it has seen a number of positive benefits as a result.

## The EASA 30 Values

The EASA 30 values are:

- **Ethics:** Members shall act in accordance with the highest ethical standards.
- **Accountability:** Members shall be accountable for their actions and decisions.
- **Service Excellence:** Members shall provide high-quality services to the public.
- **Stakeholder Engagement:** Members shall engage with stakeholders in a transparent and collaborative manner.
- **Continuous Improvement:** Members shall continuously improve their processes and practices.

## How the Swedish Tax Agency Embodies EASA 30

The Swedish Tax Agency has operationalised the EASA 30 values in a number of ways. For example:

- **Ethics:** The agency has a robust code of ethics that all employees must follow. The code sets out clear rules and regulations on how employees should conduct themselves, and it provides guidance on how to deal with ethical dilemmas.
- **Accountability:** The agency has a clear accountability framework that ensures that all employees are responsible for their actions and decisions. The framework includes a system of performance evaluation and feedback, and it provides employees with the support they need to succeed.
- **Service Excellence:** The agency is committed to providing high-quality services to the public. The agency has invested heavily in

technology and training to improve the efficiency and effectiveness of its services. The agency also has a dedicated customer service team that is available to help taxpayers with any questions or concerns.

- **Stakeholder Engagement:** The agency engages with stakeholders in a transparent and collaborative manner. The agency has a number of stakeholder groups that it meets with regularly to discuss issues of mutual interest. The agency also publishes a number of reports and publications that provide stakeholders with information about the agency's activities.
- **Continuous Improvement:** The agency is committed to continuously improving its processes and practices. The agency has a number of initiatives in place to identify and implement improvements. The agency also encourages employees to share their ideas for improvement, and it provides them with the support they need to implement their ideas.

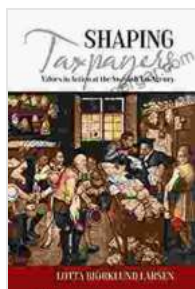
## **The Benefits of Values in Action**

The Swedish Tax Agency has seen a number of positive benefits from operationalising the EASA 30 values. For example:

- **Increased employee morale:** Employees are more engaged and motivated when they work for an organisation that values ethics, accountability, service excellence, stakeholder engagement, and continuous improvement.
- **Improved customer satisfaction:** Customers are more satisfied with the services they receive from an organisation that is committed to providing high-quality services.

- **Increased stakeholder confidence:** Stakeholders are more confident in an organisation that is transparent, collaborative, and accountable.
- **Improved reputation:** An organisation that has a strong reputation for integrity and ethical behaviour is more likely to attract and retain customers and stakeholders.

The Swedish Tax Agency is a shining example of how to put the EASA 30 values into practice. The agency has operationalised these values in its day-to-day work, and it has seen a number of positive benefits as a result. Other organisations can learn from the Swedish Tax Agency's example and adopt the EASA 30 values in their own organisations.



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