

our commitments



we are trusted and respected by our customers

- trusted: we earn people's confidence
- timely: we work to resolve things fairly, with pace and pragmatism

we attract, develop and retain people who uphold our values

- engagement/retention: we're positive about change, proud of what we do and motivated to do our best
- behaviours: we demonstrate the values and behaviours we expect of everyone working here
- development: we provide people with the opportunities and support they need to succeed in their roles
- diversity: we recognise everyone is different and have an inclusive working environment

we reach and help those who need us

- relevant: we provide a service that people want and need
- awareness: people and businesses of all backgrounds are aware of the service we provide
- accessibility: people and businesses are able to access our service in a way that suits them

we provide insight to encourage fairness in all money matters

- influence: we share insight and knowledge to make money matters fairer
- openness: we publish information about our decisions and our approach
- relationship: we maintain good relationships with regulators and other stakeholders

we keep fairness at our heart – so everything we do is fair and feels fair

- listening: we listen to people and care about what they have to say
- credibility: we get to grips with things and use common sense
- easy to use: we keep our processes simple, and reduce the effort required by our customers, giving clear and honest answers

We're recognised as a well-run and efficient service

- productivity and sustainability: we provide an efficient and effective service of high quality, and care about the resources we use and money we spend
- environment: we minimize our impact on the environment
- flexible, resilient and relevant: we listen and respond to changes in customer needs