



**taxcalc<sup>®</sup>**

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# CODE OF CONDUCT



# Our values

**We're an independent family-owned business that's been creating beautifully-engineered, tax and accountancy software for over 15 years.**

Our award-winning products are backed by a world-class support team, which has contributed to us becoming the fastest growing company in our sector. We are committed to providing our customers with the latest solutions to keep them compliant and highly productive through Covid-challenges, Brexit, MTD and beyond.

# Our commitment to you

**We hold dear our corporate values. It is our belief that loyalty, respect, empathy, and kindness are vital components in making the future better for our company, our customers, our community and our society.**

As one of our valued customers, we think of you as part of our corporate family. You are at the very heart of our business and our pledge is to go that extra mile to support you. We may not always have the answers to hand, but please rest assured that we will do our very best to resolve any issues you may have.

At every stage of our interaction with you, we will:

- Treat you with courtesy and respect.
- Act openly and transparently.
- Do what we say we will do and in all our communications with you, we will provide information that is clear, easy to understand and written in plain English.

# What we respectfully ask from you

**Our support team is working from home and many of them have families with young children. They do try and find the quietest place to work, but we apologise in advance for any unscheduled performances! That's life as we know it now!**

We appreciate how difficult it is at times working remotely, trying to coordinate people and clients so we just ask this of you:

- Please don't get frustrated with our team, they are doing their best under challenging circumstances.
- Please treat them with the respect and courtesy we have pledged towards you.
- Please stay safe and well.

We're very proud of our world-class support team and we want you to be satisfied with your implementation and continual use of TaxCalc. Rest Assured that we're all here to help you get the most from TaxCalc.

Kind regards,

**Daniel Smith**  
**Chief Customer Support Officer**



# Resolving your issues

Obviously, software, government legislation and technology are constantly changing. If you do encounter any issues with TaxCalc on your computer, there are several ways to find the answers you're looking for:

- 1 Our knowledge base, and online support material and training guides.  
Please go to: [www.taxcalc.com/support](http://www.taxcalc.com/support)
- 2 Emailing our support team on [support@taxcalc.com](mailto:support@taxcalc.com)
- 3 In-app contact. Within TaxCalc go to Help \ Contact TaxCalc Support to raise a support ticket.
- 4 Phone. Our UK-based team can be contacted on 0345 5190 882.

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# Support opening hours

Our support opening hours are listed on our website, [www.taxcalc.com/support](http://www.taxcalc.com/support). We have additional support hours during January.

## Logging a query

**When logging a query with TaxCalc giving us as much relevant information will assist us with reviewing this. Information we need includes:**

- One of your customer ids, site name, or postcode.
- Contact information so we can follow this up.
- A detailed description of the problem, including screen shots where relevant.

Please note that when creating a query via the in-app or website forms you will not be able to attach screen shots, so in this case please email us on [support@taxcalc.com](mailto:support@taxcalc.com).

# Escalating your query

Our customers are at the heart of everything we do – we don't always get everything right first time, but we do listen. We will always implement change where necessary and incorporate your ideas and suggestions into our software to improve the efficiency and workflow of your practice.

If you are not satisfied with the support interaction received, whether by email, phone or otherwise, we want to hear from you to understand and have a chance to put things right as soon as we can. You can escalate to our Head of Customer Care, and following that our Chief Customer Support Officer, by emailing [support@taxcalc.com](mailto:support@taxcalc.com) in the first instance.

## Service Level Agreement

We aim to answer all calls as soon as we can, and as our model is a queue-based system it is difficult to adhere to strict agreements in service level here. Our internal reporting shows we, on average, answer a call around 60 seconds, which is a little longer in January and other peak periods. Typically we respond to emails within one working day, and often within a few hours.



# Enhancement requests

Enhancement requests come from customers asking for us to improve our software by adding a new area or feature not currently covered. You can contact our Support team through the normal channels to raise an enhancement request. These are logged and passed to our Product Team. Whilst we look at each request, as you would expect we operate under a heavy legislative framework and we've created the following knowledge base article that covers our approach in a little more detail:

[How are software enhancements and issues prioritised at TaxCalc?](#)

# Code of Conduct

**With believe that both parties, being our staff and our customers, should be treated fairly and accepted regardless of colour, gender, race, religion or nationality. We should both feel safe and secure during our interactions.**

**Whilst it is extremely rare that individuals do not respect these shared values and principles, we must stress that we cannot tolerate any discrimination, bullying and harassment in relation to, but not exclusive to, sexual orientation, gender identity, race, colour, religion, age, disability, gender, marital status, or political affiliation.**

**All calls and communication points are recording for training and monitoring purposes and in the event of a reported breach a full investigation will commence. The possible consequences of a breach include the following:**

- Verbal warning.
- Written warning.
- Loss of entitlement to Customer Support, or suspension if a TaxCalc Employee.
- Termination of contract.

# At TaxCalc we are:

## Dedicated to our customers

Never forgetting our customers' trust is hard to earn and easy to lose, we continually work hard to provide outstanding products, world-class support and exceptional value – always.

## Committed to quality

Producing consistent results that the company can rely on, and making quality a priority in everything you do: 'what I do, I do well'.

## Creative & Passionate

Driving our business forward, inspiring others, thinking outside the box and bringing fresh ideas to the table.

## Optimistic

Creating a positive culture and a positive attitude at work.



**Our voice**  
Heston. Della. Jamie. British Airways. Virgin Atlantic. Easy Jet. Three cooks. Three airlines. Three completely different ways of talking. Tone of voice is just another way of saying how we communicate with each other and our customers.

Our voice reflects who we are and sets us apart. Smart, personable, open, with a different take on the world and a desire to do things better. Think of us as the clever friend whom you respect and trust. The friend who's looking out for you. Who won't pull the wool over your eyes. Who'll tell you as it is. And who gets to the point. That's our brand. That's our personality. That's our voice. That's TaxCalc.

We're not stuffy. And while we're always professional, we can be fun too. We never bog customers down with jargon and make promises we can't keep.

We are: simple, optimistic, can-do, honest, smart, realistic, witty, one step ahead, thoughtful

## One Step Ahead

Understanding problems, finding solutions and knowing when to take action.

## Responsible

Taking ownership of our work and using our initiative at all times.

## Respectful

Respecting how we work together as a team across departments. Always seeking to support each other, by being mindful, courteous and helpful.

## Can-do

Achieving our goals through a 'can do' attitude, employing time management, self-discipline and effective use of resources.

# Finally...

**Thank you once again for joining our family. We wish you continued success with our products and look forward to supporting you long into the future.**

## **Our registered office:**

Rubra One, Mulberry Business Park,  
Fishponds Road, Wokingham, RG41 2GY

[taxcalc.com](http://taxcalc.com)