



State Revenue Service
Republic of Latvia

STRATEGY MAP

2020 - 2022



The SRS is a reliable ally in tax and customs matters for honest business and public welfare

Latvia is a country where everyone voluntarily fulfils tax and customs obligations

**Professionalism
Cooperation
Loyalty
Honesty
Responsibility**

STRATEGIC OBJECTIVES

- 1** Services compliant with customer needs — we know our customer.
- 2** Trust-oriented communication and cooperation — we trust our customer.
- 3** Smart monitoring for ensuring honest business environment and welfare — we help to change compliance behaviour by sharing information and knowledge.
- 4** Professional, loyal, honest, responsible and cooperation-oriented employees.

OUR MOTO

“ TOGETHER WE MAKE LATVIA EVEN BETTER ”