**Publications explore best practices and forward-looking strategies.**

Before submitting your paper, kindly contact the IOTA PCP of your Tax Administration or send your paper to the IOTA secretariat for review.

### Sixth Regional Meeting on BEPS for Eurasian Countries

The International Bureau of Fiscal Documentation (IBFD) and IOTA have signed a Memorandum of Understanding on Cooperation during a virtual signing ceremony on 5 November 2020, where presenters outlined how to improve tax administration systems. The MoU aims at strengthening the capacity of tax administrations to share information and best practices. The delivery of e-services and the implementation of Entity Resolution (ER) systems were discussed in the meeting. An agreement was also reached to implement the Mutual Administrative Assistance Convention (MAAC) on behalf of the European Union. On 23 December 2020, a new phase in the Joint-MINAT action to support countries in their development of effective anti-money laundering (AML) and counter-terrorist financing (CTF) measures was launched. The action will run for three years and is expected to support 24 countries, including those in the Eastern Partnership countries, with technical assistance and capacity building.

### People Management During the Pandemic Crisis

The WCO organised a worldwide emergency operation and the special collaboration and organisation of the World Customs Organisation (WCO) organised a worldwide emergency operation. The operation was designed to provide support to the most affected customs administrations and businesses. It was expected to support business taking into account the impact of COVID-19 pandemic. The operation provided solutions in providing e-services and the implementation of Entity Resolution (ER) systems. The delivery of e-services and the implementation of Entity Resolution (ER) systems were discussed in the meeting. An agreement was also reached to implement the Mutual Administrative Assistance Convention (MAAC) on behalf of the European Union. On 23 December 2020, a new phase in the Joint-MINAT action to support countries in their development of effective anti-money laundering (AML) and counter-terrorist financing (CTF) measures was launched. The action will run for three years and is expected to support 24 countries, including those in the Eastern Partnership countries, with technical assistance and capacity building.

### Tips for Universal Inclusive Online Meetings

Distant working offers countless opportunities to find new perspectives and make use of digital platforms. It is not only the technology that is constantly improving but also the way we use it. In order to adapt to the new reality, it is important to implement new strategies and practical application of working methods and tools developed to effectively tackle BEPS. The COVID-19 crisis has accelerated the digitalisation of tax administration and has provided employees with the tools for more agile operations. Discussing the latest approaches of developing a flexible and agile technology environment and the special collaboration and organisation of the World Customs Organisation (WCO) are expected to support countries in their development of effective anti-money laundering (AML) and counter-terrorist financing (CTF) measures.