

## NEWSLETTER - NOVEMBER 2021

**CATCH UP WITH THE LATEST IOTA NEWS! IN THIS EDITION, YOU CAN FIND OUT:**

- What was the first digital IOTA workshop about?
- How is ISORA data leveraged?
- What are the key topics covered at the next IOTA HR Forum meeting?
- When is the next IOTA General Assembly?

.. and more!

### IOTA NEWS

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07.10.2021

#### **IOTA Workshop on Improving Communication Strategies towards International Taxpayers**

'Improving Communication Strategies and Customer Support towards International Taxpayers' was the theme of IOTA's first digital workshop, held 29th-30th September 2021. The event welcomed 126 registered participants from 33 IOTA tax administrations. Six IOTA member countries – Norway, Italy, Hungary, Finland, Romania, and France – shared their valuable insights during the two-day event.

[Read more](#)



14.10.2021

## 5th IOTA Talks for PCPs and Shadow PCPs

The fifth edition of IOTA Talks took place on 13th October 2021. The aim of these virtual meetings between the IOTA secretariat and Principal Contact Persons (PCPs) and Shadow PCPs is to give a better understanding

of decisions made by the Executive Council, provide the latest information about forthcoming events and other IOTA activities. Members of the Secretariat shared key decisions of the 129<sup>th</sup> Executive Council meeting at this IOTA Talks.

[Read more](#)

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## How is ISORA data leveraged? – Podcast

Episode 4 of the “What’s in Your Toolbox?” special TADAT podcast series, introduces the International Survey on Revenue Administration or ISORA. The survey has evolved over time and is the largest database containing tax administration information available with more than a hundred and fifty participants. Currently, IOTA chairs the ISORA technical working group.

[Listen now](#)

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## IOTA Strategy 2023–2027

IOTA has started the process of preparation of its Strategy for the 2023–2027 term. This new 5-year Strategy must guide the organisation to the new stage of its development through the ever-changing economic environment affected by the global pandemic, growing needs of members, dynamic international fiscal arena, and many other challenges. [The letter from IOTA’s President](#) Marc Bugnon launching this process was sent to DGs on 14<sup>th</sup> October. In addition, the digital Strategy workshop to gather thoughts and ideas from all members about the new IOTA strategy is preliminarily scheduled for 10<sup>th</sup> December 2021. Detailed information about participation, required input and other considerations for this event will be sent soon.

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23.10.2021

**IOTA Partners with NTO Members to Organise 1st NTO Technical Conference**



IOTA and the Organisation for Economic Co-operation and Development (OECD) successfully co-hosted a regional consultation addressing the tax challenges of digitalisation on 23rd September 2021. This consultation followed the [“Statement on a two-pillar solution to address the tax challenges arising from the digitalisation of the economy”](#) issued recently by the Inclusive Framework on BEPS.

[Read more](#)

## UPCOMING ACTIVITIES

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**Please note:** Registration for the below events is only possible for Principal Contact Persons of IOTA. If you would like to attend, kindly contact the PCP or Shadow PCP of your Tax Administration to invite you to the event you are interested in.

16–17.11.2021, Digital

### IOTA Forum on Human Resource Management

The third IOTA Human Resources Management Forum will focus on both: concepts and practical aspects of organising the working environment in IOTA tax administrations after the forced home office and hybrid operation.

The main objectives of the 2021 HRM Forum are:

- To explore best practices and forward-looking solutions in setting up an optimal hybrid operation mode for the staff;
- Share practical knowledge in digital working norms, organizing office space and remote work, ensuring effective performance management, supporting team engagement and employee well-being and other aspects of hybrid operation mode;
- Digitally connect a network of HR Professionals within IOTA members following the first and second IOTA HRM Forum.

[Find out more](#)

18–19.11.2021, Digital

## 7th Regional Meeting on BEPS for Eurasian Countries

The 7th regional meeting on BEPS for Eurasian countries will be held in a virtual format and will be hosted by the OECD, IOTA and the Ministry of Finance of the Republic of North Macedonia. The meeting will:

- Provide a useful platform for comprehensive discussions on the historic reforms on addressing the tax challenges of the digitalisation of the economy. The Statement for a Two Pillar Solution to address the tax challenges arising from the digitalisation of the economy and its
- Implementation Plan, agreed by 136 countries and jurisdictions of the Inclusive Framework, will be presented.
- Provide an update on the peer review processes and recent developments on the BEPS minimum standards in the areas of Harmful Tax Practices (Action 5), Country by Country reporting (Action 13) and Mutual Agreement Procedures (Action 14).
- Provide an update on the capacity building initiatives to support the implementation of the BEPS measures, and new programmes under development to assist lower capacity members in their implementation of the two pillar solution.
- Provide an opportunity for participating countries to share information and experiences.

[Find out more](#)

23–25.11.2021, Digital

## IOTA Forum on Tax Debt Management

The meeting of the IOTA Forum on Tax Debt Management will cover strategies, working methods, obstacles and best practices on the effective management of tax debts taking into account the COVID-19 crisis.

More specifically, the meeting of the Forum will address the following topics:

- How IOTA member tax administrations handled tax debt management during the pandemic crisis
- Getting tax debt recovery back on track – Exit strategies and roadmaps for the reduction of debts in the post-pandemic period
- New or adapted methods and tools (campaign letters, online service platforms, call centres, etc.) to ensure taxpayers are able to settle debts resulting from the COVID-19 crisis
- Enhancement of risk analysis to support debt collection and the application of new adequate segmentation of tax debtors during and after COVID-19 crisis
- Tackling insolvency and bankruptcy during and after the COVID-19 crisis
- Reflecting on lessons learnt from the practical implementation of tax debt management measures introduced in response to the COVID-19 crisis.

Find out more

## 26TH IOTA GENERAL ASSEMBLY

29th-30th June 2022

Kameha Grand Zürich Hotel, Switzerland



SAVE THE DATE

## 26th IOTA General Assembly

**During 29<sup>th</sup> and 30<sup>th</sup> June 2022, the IOTA General Assembly will be held in Zürich under the Swiss Presidency.** Next year the technical session will follow the theme **“Compliance and Trust: affecting tax behaviour while redefining the relationship between taxpayers and tax administrations”** and the GA will address:

- Taxpayer psychology and behaviour: taxpayers’ perspectives and attitudes to paying taxes, tools available to build tax ethics and tax morale, the importance of communication in trust-building.
- Embedding trust in the overall strategy of a tax administration: staff engagement in redefining the relationship between taxpayers and tax authorities.
- Extensive use of digital platforms and tools to reduce the taxpayers’ administrative burden, enhance trust and foster

compliance.

Cooperation between governmental bodies: use of a single digital identification, protection of personal and sensitive business data, legal opportunities and boundaries of sharing taxpayer information across the government sector

[Find out more](#)

## Submit your IOTA Paper!

Would you like to see your IOTA Paper published? Do you have any relevant issues you wish to share? Apply NOW!

*Please note: Before submitting your paper, kindly contact the IOTA PCP of your Tax Administration for approval and include them in your correspondence with us as well. Thank you for your cooperation!*

[Submit IOTA Paper](#)

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### Intra-European Organisation of Tax Administrations

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