

GAZT Strategy 2020

Summary of the strategy



TO BE THE ROLE MODEL OF AN EFFICIENT, TRANSPARENT AND CUSTOMER CENTRIC ZAKAT AND TAX ADMINISTRATION GLOBALLY



Maximize compliance

Enhance taxpayer experience

Build an effective organization

Support economic development



STRATEGIC ENABLERS



Operational resilience



Zakat & Tax certainty & transparency



Digitization & innovation



Data & analytics



People for the future



Integration & cooperation



STRATEGIC OBJECTIVES



Maximize compliance

Ensuring maximum compliance along the taxpayers' journey, including registration, filing, audit, and payment

Enhance taxpayer experience

Raising awareness among taxpayers while treating them fairly and consistently through optimal communication channels for a transparent and seamless experience

Build an effective organization

Sustaining an efficient administration that holds on a robust governance and enables employee's professional development in an attractive working environment

Support economic development

Contributing to wider social and economic development by fostering collaboration with the national and international tax ecosystem



STRATEGIC ENABLERS



Operational resilience

Designing resilient governance and processes



Zakat & Tax certainty & transparency

Providing certain and transparent Zakat & tax treatment



Digitization & innovation

Digitizing and automating processes and services



Data & analytics

Leveraging data to steer the organization



People for the future

Attracting and nurturing talent for the future



Integration & cooperation

Operating in a globally integrated environment



STRATEGIC OBJECTIVES

Maximize compliance

- A.1. Maximize registration compliance
- A.2. Maximize filing compliance
- A.3. Enhance audit efficacy
- A.4. Maximize payment compliance

Enhance taxpayer experience

- B.1. Increase taxpayers awareness & education
- B.2. Ensure fair & consistent outcomes
- B.3. Minimize burden on taxpayers
- **B.4.** Optimize taxpayer channels

Build an effective organization

- C.1. Institutionalize internal operating model
- C.2. Strive for continuous improvement and efficiency
- C.3. Promote continuous professional development
- C.4. Maintain an attractive working culture

Support economic development

- D.1. Enhance public and private tax ecosystem integration
- D.2. Contribute to national policy making
- D.3. Contribute to the international tax agenda





Operational resilience

- Internal Governance, Risk, and Compliance institutionalization
- 2. Tax compliance strategy development
- **3**. Process documentation and quality management
- Value sourcing and cost efficiency planning
- Disaster recovery and cybersecurity enhancement



Zakat & Tax certainty & transparency

- Zakat and tax regulatory framework revamp
- 2. Taxpayer guidelines and legal transparency improvement



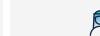
Digitization & innovation

- 1.Tax management system transformation
- **2**.Digitization program for internal business services
- **3**.E-invoicing and real-time transaction monitoring
- **4**.Taxpayer experience digitization



Data & analytics

- 1.Big-data analytics and reporting platform
- 2. Cross-tax compliance analytics
- 3. Artificial intelligence tools deployment
- Taxpayer experience analytics and optimization



People for the future

- 1.Transition of branch network to new operating model
 - 2. GAZT Academy institutionalization
- 3. Culture, wellbeing, and CSR activities



Integration & cooperation

- 1.3rd party data integration expansion
- 2. International relations institutionalization
- 3. G20 international agenda enablement
- **4**. Tax ecosystem capacity building



Thank you