



issa

EXCELLENCE IN SOCIAL SECURITY



WORLD SOCIAL  
SECURITY FORUM

BRUSSELS 2019

# WORLD SOCIAL SECURITY FORUM

P R O G R A M M E

14–18 OCTOBER 2019

BRUSSELS, BELGIUM

*Protecting people  
in a changing world*

Hosted by:



## WORLD SOCIAL SECURITY FORUM 2019 STAY CONNECTED



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The [#protectingyou2019](#) campaign is all about sharing stories about how your work as a social security institution contributes to protecting people in a changing world.



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For the latest ISSA knowledge: publications, reports and information

Visit the [WSSF Networking Zone](#)  
[Lounge Magritte](#) has been reserved for networking and meetings between ISSA members

## WSSF2019 PROGRAMME

<b>Sunday</b>		
16:00–17:00	119th Meeting of the ISSA Bureau*	Copper Hall (L0)
<b>Monday</b>	<b>SOCIAL SECURITY CHALLENGES AND INNOVATIVE RESPONSES</b>	
09:30–12:30	Opening ceremony/Belgium national presentation	Gold Hall (L0)
14:30–17:30	Plenary: Innovative responses to key global challenges	Gold Hall (L0)
17:30–19:00	Welcome cocktail	Grand Hall (L-2)
<b>Tuesday</b>	<b>SHAPING THE FUTURE OF SOCIAL SECURITY</b>	
09:30–10:30	33rd ISSA General Assembly	Gold Hall (L0)
11:00–12:30	Plenary: Social security for the digital age	Gold Hall (L0)
14:30–15:45	Parallel 1: Social security and new forms of work	Gold Hall (L0)
14:30–15:45	Parallel 2: Service delivery: Keeping up with public expectations	Copper Hall (L0)
16:15–17:30	Parallel 3: Supporting human capital in the digital age	Gold Hall (L0)
16:15–17:30	Parallel 4: Emerging technologies: Seizing opportunities	Copper Hall (L0)
17:30–19:00	Best of Belgium	Panoramic Hall (L+5)
17:30–22:00	Cultural Event	Coudenberg Museum
<b>Wednesday</b>	<b>EXCELLENCE AND INNOVATION IN SOCIAL SECURITY</b>	
09:00–10:00	Plenary: Supporting excellence: Six years of ISSA Guidelines	Gold Hall (L0)
10:30–11:10	Round I: Interactive sessions**	Various rooms
11:20–12:00	Round II: Interactive session**	Various rooms
12:10–12:50	Round III: Interactive session**	Various rooms
14:30–15:15	Plenary: The power of innovation to transform	Gold Hall (L0)
15:45–16:30	ISSA Innovation Zone I***	Various rooms
16:45–17:30	ISSA Innovation Zone II***	Various rooms
17:30–19:00	Best of Belgium	Panoramic Hall (L+5)
17:30–20:00	Cultural Event	Magritte Museum

<b>Thursday</b>		<b>STRENGTHENING THE SOCIAL IMPACT OF SOCIAL SECURITY</b>
09:30–10:30	Plenary: The Centenary of the ILO: Social Security for a brighter future	Gold Hall (L0)
11:00–12:30	Plenary: Social Security for changing societies	Gold Hall (L0)
14:30–15:45	Parallel 5: Meeting the evolving needs of an ageing population	Gold Hall (L0)
14:30–15:45	Parallel 6: Reaching and protecting the difficult-to-cover groups	Copper Hall (L0)
16:15–17:30	Parallel 7: Reducing inequalities, building resilience	Gold Hall (L0)
16:15–17:30	Parallel 8: Towards universal social protection: What role for contributory systems?	Copper Hall (L0)
From 19:30	Gala dinner	Grand Hall (L-2)

<b>Friday</b>		<b>LEAVING NO ONE BEHIND – REALIZING A GLOBAL COMMITMENT</b>
09:30–12:00	World Social Security Summit	Gold Hall (L0)
12:00–12:30	ISSA Award for Outstanding Achievement in Social Security	Gold Hall (L0)
12:30–13:00	Closing Session	Gold Hall (L0)
14:30–17:00	38th Session of the ISSA Council*	Gold Hall (L0)
17:00–17:30	120th Meeting of the ISSA Bureau*	Gold Hall (L0)

\* Attendance at these meetings is restricted to members of the respective statutory bodies.

\*\* 10 simultaneous Interactive sessions will take place during the morning in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

\*\*\* The Innovation Zone will feature two rounds of 14 simultaneous sessions. Delegates will be able to select a session in each time slot in their preferred language.

Valid as of 11 October 2019 – subject to change



# WORLD SOCIAL SECURITY FORUM

BRUSSELS 2019

## PROTECTING PEOPLE IN A CHANGING WORLD

### WELCOME TO THE WORLD SOCIAL SECURITY FORUM 2019

The World Social Security Forum (WSSF2019) will showcase and debate how social security institutions, through their efforts to achieve excellence and through investing in innovation, play a crucial role in protecting people in a changing world. This is a unique opportunity to learn from new and innovative practices, and also to create valuable relationships with peers from around the world.



## WELCOME BY THE PRESIDENT OF THE INTERNATIONAL SOCIAL SECURITY ASSOCIATION

As we gather in Brussels for the World Social Security Forum 2019 (WSSF2019), the International Social Security Association (ISSA) goes back to where it all started. It was in this very city that the ISSA was founded under the auspices of the International Labour Organization (ILO) in October 1927.

With its 92 years of experience, the ISSA is the leading international organization for social security institutions. Our 320 member institutions from over 150 countries provide social security to 3 billion people every day.

Despite much progress, we must not rest in our efforts towards “Protecting people in a changing world”. Today, still more than half of the world’s population is without any social security. It is a call for us all to work towards the extension of social security, in line with the United Nations Sustainable Development Goals.

Demographic changes, labour market transformation and technologic innovation at an unprecedented speed create significant challenges, but also many opportunities. In this context of change, there is no time to lose for developing innovative responses.

Let us make the WSSF2019 in Brussels a milestone for social security. To many of our challenges, we can find inspiration and solutions within our global social security community and in this outstanding programme for our event.

The Association, 92 years after its foundation, is more than ever your unique platform to exchange, share experiences and develop strategies for the future.



**Prof. Dr Joachim Breuer**  
President  
International Social Security Association



## WELCOME BY THE PRESIDENT OF THE NATIONAL ORGANIZING COMMITTEE

Social security is one of the modern world's finest achievements, and in Belgium this year we are celebrating its 75th anniversary. The World Social Security Forum (WSSF) offers a rare opportunity to remind ourselves of the protective force that social security offers in a constantly changing world.

The choice of the Forum's theme is no accident. "Protecting people in a changing world" is not just an ambitious mission: it is a major challenge. Population ageing, the advent of disruptive technologies, migratory flows all over the world, burgeoning new forms of work – in these times of technological, demographic and economic change, an innovative approach is needed. Only in this way can we address key challenges and enhance the positive impact of social security.

The WSSF invites us to take new steps together, and progress just a little further. If we want to be ready for the future, and to develop and reinforce social protection for people around the world, a borderless approach in every sense of the term is needed more than ever.

As the host country for the fifth WSSF, we are proud to welcome you. Belgium's social security system is regarded as one of the most progressive in Europe, so it is with great pleasure that we will share our expertise and experiences with you.

Welcome!



**Jean-Marc Vandenberg**  
General Administrator  
Auxiliary Unemployment Benefits Fund, Belgium  
President of the National Organizing Committee – WSSF2019



## MEMBERS OF THE NATIONAL ORGANIZING COMMITTEE (NOC)

### Chairperson

**Jean-Marc Vandenberg**  
General Administrator  
Auxiliary Unemployment Benefits Fund

### Vice-Chairpersons

**Alain Coheur**  
Director of European and International Affairs  
National Union of Socialist Mutual Benefit Societies/Solidaris

**Johan De Cock**  
President of the Public Social Security Institutions of Belgium  
General Administrator  
National Institute for Health and Disability Insurance

**Johan Verstraeten**  
Honorary President  
International Social Security Association

### Members

**Michèle Baukens**  
General Adviser  
National Employment Office

**Philippe Benoit**  
General Adviser  
National Social Security Office

**Georges Carlens**  
General Administrator  
National Employment Office

**Nathalie De Wulf**  
Managing Director, European Healthcare Fraud and  
Corruption Network  
National Institute for Health and Disability Insurance

**Joëlle Grünspan**  
Communication adviser  
National Employment Office

**Liesbet Hofman**  
Attaché  
National Institute for the Social Security of Self-Employed





**Inge Huyge**

National Communication Manager  
Auxiliary Unemployment Benefits Fund

**Johan Janssens**

Deputy General Administrator  
Federal Pensions Service

**Marjorie Lestienne**

Adviser, Directorate of Unemployment Regulations  
National Employment Office

**François Perl**

Director General, Allowances Department  
National Institute for Health and Disability Insurance

**Sarah Scaillet**

General Administrator  
Federal Pensions Service

**Koen Snyders**

General Administrator  
National Social Security Office

**Annelies Steeman**

Adviser  
Strategic Unit of the Minister of Social Affairs

**Anne Vanderstappen**

General Administrator  
National Institute for the Social Security of Self-Employed

**Koen Vleminckx**

Director of Research and International Cooperation  
Federal Public Service for Social Security

**Tom Watthy**

Adviser  
Strategic Unit of the Minister of Pensions



# SOCIAL EVENTS

At the invitation of the Belgian Public Social Security Institutions, the National Organizing Committee (NOC) is pleased to invite you to the following social activities:

## Monday, 14 October 2019

12:30–14:30	<b>Lunch</b>	<b>Grand Hall (L-2)</b>
17:30–19:00	<b>Welcome cocktail</b> (business casual attire)	<b>Grand Hall (L-2)</b>

## Tuesday, 15 October 2019\*

17:30–19:00	<b>Best of Belgium</b> A place to network and discover Belgian specialities	<b>Panoramic Hall (L+5)</b>
or		
17:30–22:00	<b>Coudenberg Museum</b> (private access to the museum) Ruins of the old palace where rulers such as Charles Quint resided from the 12th to the 18th century	

## Wednesday, 16 October 2019\*

17:30–19:00	<b>Best of Belgium</b> A place to network and discover Belgian specialities	<b>Panoramic Hall (L+5)</b>
or		
17:30–20:00	<b>Magritte Museum</b> (private access to the museum with audio guides) Art museum presenting the works of the painter René Magritte	

## Thursday, 17 October 2019

from 19:30	<b>Gala dinner</b> (formal attire)	<b>Grand Hall (L-2)</b>
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\* On the day concerned, please visit the stand of the National Participants Registration Desks (L-1) to exchange the voucher given to you at check-in for the ticket of your choice. Places are limited, so the exchange will be made on a first-come, first-served basis and according to availability.

We would like to draw your attention to the fact that only the lunch on Monday 14 October is offered by the Belgian Public Social Security Institutions. For the other days, a multitude of options outside Square (Forum venue) is available. The "Visit Brussels" stand, located on Level -2, is available with various brochures. Agents will also be present at this booth on Sunday and Monday.



Sunday, 13 October 2019

# 119th MEETING OF THE ISSA BUREAU\*

16:00–17:00

ISSA Bureau

Copper Hall  
(L0)

The Bureau is the governing body of the International Social Security Association (ISSA). It is composed of the President, the Treasurer, the Secretary General, and elected members representing different geographical regions of the world.

*\* Please note that participation is restricted to members of the Bureau.*



# OPENING CEREMONY

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09:30–10:30

**Plenary****Gold Hall  
(L0)**

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During the opening ceremony, dignitaries will welcome the participants on behalf of the Government of Belgium, the ISSA and the host organizations, the public social security institutions of Belgium, and will set out the objectives of the WSSF.



# NATIONAL PRESENTATION

## BELGIUM AND SOCIAL SECURITY: PROTECTING AND CHANGING

11:00–12:30

Plenary

Gold Hall  
(L0)

This session, organized by the public social security institutions of Belgium, will present an overview of the Belgian social security system and outline its major achievements. Based on the most relevant of the ten global challenges for Belgium, it will analyse the major perspectives, reforms and strategies to protect people in a changing context.

### Speakers

#### **Bea Cantillon**

Director, Foundation for International Studies  
on Social Security, University of Antwerp,  
Belgium

#### **Johan De Cock**

General Administrator  
National Institute for Health and Disability Insurance,  
Belgium

#### **François Pichault**

Titular Professor  
University of Liège, Belgium

#### **Jean-Marc Vandenberg**

General Administrator  
Auxiliary Unemployment Benefits Fund  
Belgium

#### **Pierre Vandervorst**

President  
SMALS, Belgium



# INNOVATIVE RESPONSES TO KEY GLOBAL CHALLENGES

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14:30–17:30

**Plenary****Gold Hall  
(L0)**

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Three years after the launch of the ISSA report on the ten global challenges for social security at the last World Social Security Forum in 2016, this session will provide an overview of global progress in meeting these challenges. Innovative solutions and effective responses developed by the ISSA membership and compiled in a global report will frame discussions on the key trends in social security in a rapidly evolving social, demographic and economic context. By analysing the dynamic development of social security both holistically and from the specific perspective of pensions, health care, unemployment, work accident and family allowance schemes, the session will not only present promising social security strategies but also constitute a foundation for the subsequent topical exchanges during the WSSF.



**Moderator/  
Speaker**

**Panellists**

**Marcelo Abi-Ramia Caetano**  
Secretary General  
International Social Security Association

**Hamdah Al-Shamsi**  
Advisor of the Chairman of the Board  
Public Authority for Social Insurance, Oman

**Georges Carlens**  
General Administrator  
National Employment Office, Belgium

**Alejandro Guillermo Chiti**  
State Secretary for Social Security  
Secretariat for Social Security, Argentina

**Fachmi Idris**  
President Director  
Social Security Administering Body for the Health Sector,  
Indonesia

**Thomas Köhler**  
Chief Executive Officer  
German Social Accident Insurance Institution for the raw  
materials and chemical industry (BG RCI), Germany

**Raj Kumar**  
Director General  
Employees' State Insurance Corporation, India

**Milka Mungunda**  
Executive Officer  
Social Security Commission, Namibia

**Isabelle Sancerni**  
President  
National Family Allowances Fund, France

**Gertruda Uścińska**  
President  
Social Insurance Institution, Poland



# WSSF2019

## MAKE THE MOST OUT OF YOUR PARTICIPATION



### Online

#### ✓ Download the WSSF App



- . Network and contact other participants
- . Follow & build your personal programme
- . Stay updated with news
- . Share your impressions of the Forum

*Available in Apple Store and Google Play*

#### ✓ Visit the WSSF website

- . For all documents, reports and information

[www.issa.int/wssf2019](http://www.issa.int/wssf2019)

### On site

#### ✓ Visit the ISSA Stand

- . For the latest ISSA knowledge: publications, reports and information
- . Meet the experts
- . Find out about the benefits of ISSA membership

#### ✓ Visit the WSSF Networking Zone

- . Lounge Magritte has been reserved for networking and meetings between ISSA members



# 33rd ISSA GENERAL ASSEMBLY

09:30–10:30

**General Assembly**

**Gold Hall  
(L0)**

The General Assembly is the highest statutory body of the Association in which all members are represented.

During the Assembly, the Secretary General will present a report of the Association's activities for the period 2017–2019.



# SOCIAL SECURITY FOR THE DIGITAL AGE

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11:00–12:30

**Plenary****Gold Hall  
(L0)**

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Technological innovation and digitalization transform economies, labour markets and societies at an unprecedented speed and scale. Social security systems worldwide are impacted by these transformations that bring both important challenges and opportunities regarding coverage, financing, benefit design and service delivery. Non-standard forms of work, rapidly increasing public expectations, skills needs and opportunities to overcome coverage barriers are some of the key words in this context. This session will provide a high-level overview of the main challenges and opportunities, and analyse how social security can evolve to adequately protect and support people in the digital age.



## Moderator

**Mohammed Azman bin Aziz Mohammed**  
Chief Executive Officer and Director General  
Social Security Organisation,  
Malaysia

## Speakers

**Dominique La Salle**  
Director, Social Security Development Branch,  
International Social Security Association

**Mark Pearson**  
Deputy Director of Employment  
Labour and Social Affairs,  
Organisation for Economic Co-operation and Development

**Frank Robben**  
General Administrator  
Crossroads Bank for Social Security,  
Belgium

## Panellists

**Javier Aibar Bernad**  
Director General  
General Social Security Treasury,  
Federation of Administrative Bodies  
of Spanish Social Security,  
Spain

**Leila Naija**  
Deputy General Director  
National Social Security Fund,  
Tunisia



# SOCIAL SECURITY AND NEW FORMS OF WORK

14:30–15:45

Parallel 1

Gold Hall  
(L0)

The development of the digital economy is accompanied by significant changes in the world of work. Employment-related social security systems are particularly affected by the development of new forms of work characterized by low levels of standardization and an increasing prevalence of self-employment. Based on the presentation of innovative approaches to covering workers in new forms of work such as digital platforms, the session will discuss global social security strategies to ensure the effective coverage of workers in the digital economy. Taking stock of both regulatory and administrative measures, the session will demonstrate how social security systems around the world are adapting to rapidly changing labour markets.

**Moderator****Michèle Baukens**

General Adviser  
National Employment Office, Belgium

**Speaker****Irene Mandl**

Head, Employment Unit,  
European Foundation for the Improvement  
of Living and Working Conditions

**Panellist****Mark Pearson**

Deputy Director of Employment,  
Labour and Social Affairs,  
Organisation for Economic Co-operation and Development

**Gundula Roßbach**

President  
German Federal Pension Insurance, Germany

**Adebayo Somefun**

Director General  
Nigeria Social Insurance Trust Fund, Nigeria

**Agus Susanto**

President Director  
National Social Security Administering Body for Employment,  
Indonesia



# SERVICE DELIVERY: KEEPING UP WITH PUBLIC EXPECTATIONS

14:30–15:45

Parallel 2

Copper Hall  
(L0)

Mobile technologies and social media provide instant 24/7 access to information and an unprecedented array of customized services. Not surprisingly, public expectations towards government and social security services are also rapidly increasing. In this context, social security institutions worldwide are defining improvements to service delivery as one of their top priorities. While technological innovation, people-centred service models and one-stop services are among the key strategies implemented, responding to public expectations remains a constant challenge. By focussing on successful strategies, this parallel session will discuss how institutions can keep up through the effective combination of the latest technological innovations and the human touch that characterizes social security.

## Moderator

### Volker Schörghofer

Deputy Director General  
Federation of Austrian Social Insurance Institutions, Austria

## Speaker

### Rainer Binder

Global Managing Director, Global Social Services,  
Accenture, Germany

## Panellists

### Yong-Ha Lee

Head, National Pension Research Institute,  
National Pension Service, Republic of Korea

### Debbie Mitchell

General Manager, Social and Economic Participation Division,  
Department of Human Services, Australia

### Nina Nissilä

Director  
Social Insurance Institution, Finland

### Anthony Omerikwa

Managing Trustee and Chief Executive Officer  
National Social Security Fund, Kenya

### Simon Sibma

Chair of the Board of Directors  
Social Insurance Bank, Netherlands



# SUPPORTING HUMAN CAPITAL IN THE DIGITAL AGE

16:15–17:30

Parallel 3

Gold Hall  
(L0)

Social security is an investment in people at all stages in life, and measures to support employability, health and transitions throughout the life-course are important components of modern social security systems. The labour market transformations inherent in the development of the digital economy will require social security to both strengthen and adapt this investment. While re-training needs will specifically impact workers in sectors affected by large-scale automation, life-long learning, prevention, rehabilitation and measures to enhance employability will be essential for all workers. This parallel session will discuss how social security can adapt to the increased need for proactive measures and support workers to match future labour market needs.

**Moderator**

**Ian S. Smith**  
Chairman  
Social Security Board,  
British Virgin Islands

**Speaker**

**Paul Comyn**  
Senior Specialist, Skills and Employability Branch,  
International Labour Office

**Panellists**

**Felipe Bunster**  
General Manager  
Mutual for Safety CChC, Chile

**Flora Carapellucci**  
Group Manager, National Disability Insurance Scheme (NDIS)  
Mainstream Linkages Group,  
Department of Social Services, Australia

**Simon MacPherson**  
Deputy Chief Executive, Policy,  
Ministry of Social Development, New Zealand

**Mahieddine Ouaguenouni**  
Director General  
National Fund of Unemployment Insurance, Algeria

**Gibrán Ramírez Reyes**  
General Secretary  
Inter-American Conference on Social Security



# EMERGING TECHNOLOGIES: SEIZING OPPORTUNITIES

16:15–17:30

Parallel 4

Copper Hall  
(L0)

Emerging technologies, particularly artificial intelligence and big data analysis, are the new frontier of technological opportunities allowing social security institutions to better implement their mandate and meet evolving needs for coverage, access and quality services. This session will provide the platform to hear about first-hand experiences of social security institutions already realizing the potential of emerging technologies, and to discuss the key barriers and success factors in implementing and managing these new tools. It will demonstrate that many social security institutions are at the forefront of the digital transformation.

## Moderator

### **María Gloria Redondo Rincón**

Director General  
National Social Security Institute, Federation of Administrative  
Bodies of Spanish Social Security, Spain

## Speakers

### **Abdulwahab A. Almorebah**

Project Manager, Advanced Analytics Unit,  
Center of Digital Excellence,  
General Organization for Social Insurance, Saudi Arabia

### **Helena Maria Borges da Silva Mendonça**

Executive Director  
National Social Insurance Institute, Cabo Verde

### **Rodrigo Ortiz D'Ávila Assumpção**

Independent Expert  
Brazil

## Panellists

### **Huaibin Jia**

Director General  
Ministry of Human Resources and Social Security, China

### **Gustavo Darío Morón**

Superintendent of Occupational Risks  
Superintendency of Occupational Risks, Argentina

### **Sigrun Vågeng**

Director General  
The Norwegian Labour and Welfare Administration, Norway



# SUPPORTING EXCELLENCE: SIX YEARS OF ISSA GUIDELINES

09:00–10:00

Plenary

Gold Hall  
(L0)

Launched during the World Social Security Forum in 2013, the ISSA Guidelines have made a significant contribution to strengthening social security administration around the world. Combined with the services of the ISSA Centre for Excellence, these professional standards now constitute a globally recognized tool to develop and benchmark institutional capacities. The session will take stock of the impact of the ISSA Guidelines and senior representatives of member institutions will share how the Guidelines provided a strategic value in their organization's journey to excellence. Reflecting the dynamic nature of the ISSA Guidelines' programme, the session will also feature the launch of a new set of Guidelines on integrity: addressing error, evasion and fraud in social security systems.

## Moderator

### Julita Varanauskienė

Director

State Social Insurance Fund Board of the Republic of Lithuania  
under the Ministry of Social Security and Labour, Lithuania

## Panellists

### John McKeon

Secretary General

Department of Employment Affairs and Social Protection,  
Ireland

### Noël Alain Oliver Mekulu Mvondo Akame

Director General

National Social Insurance Fund, Cameroon

### Niala Persad-Poliah

Executive Director

National Insurance Board, Trinidad and Tobago

### Guillermo Alberto Ramírez

Director General of Social Security Resources

Federal Administration of Public Resources, Argentina

### Jean-Eudes Tesson

President of the Board

Central Agency of Social Security Bodies, France





# SOLUTIONS FOR EXCELLENCE: INTERACTIVE SESSIONS ON ISSA GUIDELINES AND TECHNICAL COMMISSIONS' PROJECTS

10:30–11:10 Round I

11:20–12:00 Round II

**Interactive sessions**

**Various rooms**

12:10–12:50 Round III

Designed to allow for in-depth discussions and interaction in smaller groups, the interactive sessions will offer a unique opportunity for participants to exchange and discuss practical solutions in the areas covered by the ISSA Guidelines and to learn how new and revised Guidelines can concretely support institutional progress. In particular, some sessions will feature the following guidelines:

- . Error, Evasion and Fraud in Social Security Systems (new)
- . Good Governance
- . Service Quality
- . Information and Communication Technology
- . Investment of Social Security Funds
- . Contribution Collection and Compliance
- . Prevention, Return to Work and Workplace Health Promotion

In addition, some sessions will feature the outputs of selected ISSA technical projects covering the key areas of:

- . Policy analysis and research on social security coverage and the changing nature of work for public pension coverage
- . Social security databases – Schemes descriptions and administrative data
- . Disability and rehabilitation
- . Implementing international social security agreements

These interactive sessions will take place in three different rounds in ten rooms, allowing participants to build their own personal programme corresponding to their specific interests and language preferences.



# ROUND I

## INTERACTIVE SESSIONS

### 10:30–11:10

WHERE	TOPIC	SPEAKERS	LANGUAGE
211 (L+2)	Service Quality (Guidelines)	<b>Jean-Marc Vandenberg</b> General Administrator Auxiliary Unemployment Benefits Fund, Belgium	English
212 (L+2)	Good Governance (Guidelines)	<b>Timothy Hodge</b> Director of Social Security Anguilla Social Security Board, Anguilla	English
213-215 (L+2)	Information and Communication Technology (Guidelines)	<b>Egon Veermäe</b> Director General Estonian National Social Insurance Board, Estonia	English
214-216 (L+2)	Investment of Social Security Funds (Guidelines)	<b>Dewitt vonBallmoos</b> Director General National Social Security and Welfare Corporation, Liberia	English



Ten simultaneous sessions will take place in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

WHERE	TOPIC	SPEAKERS	LANGUAGE
311 (L+3)	Good Governance (Guidelines)	<b>Carlos Francisco Antonio Contreras Solórzano</b> President of the Board Social Security Institute of Guatemala, Guatemala	Spanish
312 (L+3)	Contribution Collection and Compliance (Guidelines)	<b>Luis Diego Calderón Villalobos</b> Director of Contribution Collection Social Insurance Fund of Costa Rica, Costa Rica	Spanish
313-315 (L+3)	Good Governance (Guidelines)	<b>Apollinaire Ahlonko Cadete Tchintchin</b> Acting Director General National Social Security Fund, Benin	French
314-316 (L+3)	Contribution Collection and Compliance (Guidelines)	<b>Abdellatif Mortaki</b> Acting Director General National Social Security Fund, Morocco	French



# ROUND I

## INTERACTIVE SESSIONS

### 10:30–11:10

10:30–11:10

Multilingual

Gold Hall  
(L0)

#### Error, Evasion and Fraud in Social Security Systems (Guidelines)

Prevention, detection and deterrence of error, evasion and fraud (EEF) is essential for the integrity and sustainability of social security schemes and to strengthen public trust in social security institutions. This session provides an overview of the new *ISSA Guidelines on Error, Evasion and Fraud in Social Security Systems*, which provide a comprehensive range of measures to implement EEF prevention and detection covering key social security functions. It will also be an opportunity to exchange on experiences of members in addressing these issues.

#### Moderator

**Andrey Kigim**

President

Social Insurance Fund of the Russian Federation,  
Russian Federation

#### Speaker

**François Hiebel**Regional Director, URSSAF Champagne-Ardennes,  
Central Agency of Social Security Bodies, France

#### Panellists

**Abderrahmane Lahfaya**

General Director

National Social Insurance Fund for Employees, Algeria

**Zeying Wang**Deputy Director-General, Social Security Institute,  
Ministry of Human Resources and Social Security,  
China

Ten simultaneous sessions will take place in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

10:30–11:10

Multilingual

Copper Hall  
(L0)

### Research projects on social security coverage

This session presents the results of two research projects related to social security coverage led by the Social Security Administration of the United States. One focuses on the effective social security coverage in China, India and Mexico, and the second analyses the implications of the changing nature of work for public pension coverage in the United States and Europe. The session provides an opportunity to discuss the results with the researchers and a panel of ISSA members.

#### Moderator/ Speaker

##### **Natalie Lu**

Deputy Associate Commissioner, Office of Research, Evaluation and Statistics,  
Social Security Administration, United States

#### Speakers

##### **Carl Emmerson**

Deputy Director  
Institute for Fiscal Studies, United Kingdom

##### **Francisco Perez-Arce**

Economist  
University of Southern California, United States

#### Panellists

##### **Joslina Fridoline Tsaboto**

Acting Director General  
National Social Insurance Fund, Madagascar



## ROUND II INTERACTIVE SESSIONS 11:20–12:00

WHERE	TOPIC	SPEAKERS	LANGUAGE
211 (L+2)	Digital governance (Guidelines)	<b>Hussein Alasmari</b> Assistant Governor, Information Technology Division, Public Pension Agency, Saudi Arabia	English
212 (L+2)	Comparative analysis of social security data and monitoring the Sustainable Development Goals: An ILO-ISSA initiative	<b>Fabio Durán Valverde</b> Head, Public Finance, Actuarial and Statistics Unit, International Labour Office	English
213-215 (L+2)	Error, Evasion and Fraud in Social Security Systems related to health (Guidelines)	<b>Nathalie De Wulf</b> Managing Director European Healthcare Fraud and Corruption Network National Institute for Health and Disability Insurance, Belgium	English
214-216 (L+2)	Service Quality (Guidelines)	<b>Athifa Ali</b> Chairperson of the Board Maldives Pension Administration Office, Maldives	English



Ten simultaneous sessions will take place in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

WHERE	TOPIC	SPEAKERS	LANGUAGE
311 (L+3)	Information and Communication Technology (Guidelines)	<b>Francisco Delgado Azuara</b> Chief of Unit, IT Department National Social Security Institute, Federation of Administrative Bodies of Spanish Social Security, Spain	Spanish
312 (L+3)	Service Quality (Guidelines)	<b>Fernando Oscar Pazos Cherres</b> Administration and Finance Director Derrama Magisterial, Peru	Spanish
313-315 (L+3)	Information and Communication Technology (Guidelines)	<b>Taib Bouhouche</b> Expert Adviser to the Minister of Labour and Vocational Integration, Directorate of Workers' Social Protection – Ministry of Labour and Vocational Integration, Morocco	French
314-316 (L+3)	Service Quality (Guidelines)	<b>G�rard Riviere</b> President of the Board National Old-Age Insurance Fund, France	French



## ROUND II INTERACTIVE SESSIONS 11:20–12:00

11:20–12:00

Multilingual

Gold Hall  
(L0)

### Vision Zero, Prevention, Return to Work and Workplace Health Promotion (Guidelines)

The prevention of occupational risks, promotion of health at work and return to work facilitation are the three pillars of prevention. This session presents the newly updated *ISSA Guidelines on Prevention of Occupational Risks*, *ISSA Guidelines on Return to Work and Reintegration* and *ISSA Guidelines on Workplace Health Promotion* as well as the highly successful Vision Zero strategy, developed by the ISSA, supporting the implementation of targeted prevention measures in the workplace.

#### Moderator

##### Martina Hesse-Spötter

President of the ISSA International Section for Electricity, Gas and Water, and Chair of the Special Commission on Prevention, German Social Accident Insurance Institution for the energy, textile, electrical and media products sectors (BG ETEM), Germany

#### Speaker

##### Margaret M. Kitt

Deputy Director, United States Public Health Service, National Institute for Occupational Safety and Health, United States

#### Panellists

##### Richard Orton

Director  
Strategy and Business Development,  
Institution of Occupational Safety and Health, United Kingdom

##### Assane Soumaré

Director General  
Social Security Fund, Senegal





Ten simultaneous sessions will take place in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

11:20–12:00

**Multilingual**

**Copper Hall  
(L0)**

### **Implementation of international social security agreements to protect migrant workers**

International social security agreements are fundamental to the coordination of social systems between countries and to the seamless provision of social coverage to their workers. In the context of increased international mobility, a growing number of countries have developed such agreements, yet more attention is needed to effectively protect migrant workers. This session provides an overview of the current situation regarding such agreements based on the newly developed ISSA Country Profiles database and presents an opportunity to exchange on bilateral, regional and global perspectives.

#### **Moderator**

**José Nuno Rangel Cid Proença**  
Director General  
General Directorate for Social Security,  
Portugal

#### **Speaker**

**Claudina Mascetta**  
Head, International Organizations Department,  
Federal Social Insurance Office, Switzerland

#### **Panellists**

**Andrés Manuel Gubetich Mojoli**  
Chairman of the Board  
Social Insurance Institute, Paraguay

**Almas Muhametkarimovich Kurmanov**  
President  
State Social Insurance Fund, Kazakhstan



## ROUND III INTERACTIVE SESSIONS 12:10–12:50

WHERE	TOPIC	SPEAKERS	LANGUAGE
211 (L+2)	Disability and Rehabilitation	<b>François Perl</b> Director General, Allowances Department, National Institute for Health and Disability Insurance, Belgium	English
212 (L+2)	Project on Administrative Data and Service Initiatives	<b>Shoji Arahira</b> Director of International Relations Group, Japan Pension Service, Japan	English
213-215 (L+2)	Error, Evasion and Fraud in Social Security Systems (Guidelines)	<b>Richard Patrick Byarugaba</b> Managing Director National Social Security Fund, Uganda	English
214-216 (L+2)	Contribution Collection and Compliance (Guidelines)	<b>John Ofori-Tenkorang</b> Director General Social Security and National Insurance Trust, Ghana	English



Ten simultaneous sessions will take place in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

WHERE	TOPIC	SPEAKERS	LANGUAGE
311 (L+3)	Error, Evasion and Fraud in Social Security Systems (Guidelines)	<b>María Elena Crespo González</b> Deputy Director Sub-Directorate for Voluntary Collection General Social Security Treasury, Federation of Administrative Bodies of Spanish Social Security, Spain	Spanish
312 (L+3)	Investment of Social Security Funds (Guidelines)	<b>Gustavo Pedro Weare Colombo</b> President Bank Employees' Pension Fund, Uruguay	Spanish
313-315 (L+3)	Error, Evasion and Fraud in Social Security Systems (Guidelines)	<b>Gilles Kounowski</b> Director, International and European Relations and Cooperation, National Family Allowances Fund, France	French
314-316 (L+3)	Investment of Social Security Funds (Guidelines)	<b>Mohamed Ali Bensouda</b> Director Collective Scheme for Retirement Allowances, Morocco	French



# ROUND III

## INTERACTIVE SESSIONS

### 12:10–12:50

12:10–12:50

**Multilingual****Gold Hall  
(L0)**

#### **Good Governance (Guidelines)**

The *ISSA Guidelines on Good Governance* are based on the principles of transparency, accountability, predictability, participation and dynamism in the administration of social security programmes. Good governance ensures that the institution's mandate is delivered in a responsible and efficient way. This session provides an overview of the newly updated *ISSA Guidelines on Good Governance* and is an opportunity to exchange with other members on their implementation.

#### **Speaker**

**Ibrahim E. Muhanna**  
Chairman, Board of Trustees,  
The Muhanna Foundation, Lebanon

#### **Panellist**

**Lotfi Boujendar**  
Director General  
Pension Fund of Morocco, Morocco



Ten simultaneous sessions will take place in three time slots. Delegates will be able to select a session in each time slot in their preferred language.

12:10–12:50

**Multilingual**

**Copper Hall  
(L0)**

### **ISSA Standards for International Data Exchange**

International data exchange is fundamental to the implementation of social security agreements and to the control of benefits paid abroad. However, the lack of a standard for such exchanges leads to the proliferation of singular systems. The ISSA addresses this issue through the ISSA Standards for International Data Exchange, supported by generic and modular software tools. This session provides an overview of this exciting new ISSA product and allows for the sharing of experiences in its implementation.

#### **Moderator**

**Gustavo Alejandro Roque Villamil Pérez**  
IT Services Director  
Social Insurance Bank, Uruguay

#### **Speaker**

**Francisco Delgado Azuara**  
Chief of Unit, IT Department,  
National Social Security Institute, Federation of Administrative  
Bodies of Spanish Social Security, Spain

#### **Panellist**

**Frederic Dos Santos**  
Head, Cabinet of strategic, actuarial and international  
relations studies  
National Social Insurance Institute, Cabo Verde



# THE POWER OF INNOVATION TO TRANSFORM

14:30–15:15

Plenary

Gold Hall  
(L0)

Innovation is a powerful tool to transform institutions, their programmes and services. However, innovation initiatives can meet a number of barriers. As part of this session, senior practitioners who have transformed their organizations through innovation will share their experience and underline key learnings and critical success factors, including leadership, good governance and other strategies to successfully implement innovative approaches in social security institutions.

## Moderator

**Rodrigo Ortiz D'Ávila Assumpção**  
Independent Expert  
Brazil

## Panellists

**Benoît Long**  
Senior Assistant Deputy Minister  
Employment and Social Development Canada,  
Canada

**Nina Nissilä**  
Director  
Social Insurance Institution, Finland

**Tunku Alizakri Raja Muhammad Alias**  
Chief Executive Officer  
Employees Provident Fund, Malaysia



# ISSA INNOVATION ZONE

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15:45–16:05

16:10–16:30

16:45–17:05

17:10–17:30

**Innovation Zone**

**Various rooms**

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Entering the ISSA Innovation Zone will bring participants closer to the future of social security administration. Demonstrations and presentations of innovations in various languages will provide a unique opportunity to learn, discuss, engage and be inspired. The ISSA Innovation Zone is an experience not to be missed.

The Innovation Zone will feature two rounds of 14 simultaneous sessions:

- . In the upper floors, participants will have the choice of 12 innovation demonstrations in their preferred language (English, French, Spanish). During each time slot, each demonstration – lasting 20 minutes – will be repeated twice, with a break of five minutes, allowing participants to attend various demonstrations.
- . In the Gold and Copper halls, practical innovative experiences on videos will be presented, in 20-minute sessions, with multilingual translation. These presentations will not be repeated.



# ROUND I INNOVATION ZONE

15:45 -16:05  
16:10 -16:30

Various rooms

WHERE	INNOVATION	SPEAKERS	LANGUAGE
211 (L+2)	Lift me up! Experience an Exoskeleton live	Social Security Organisation, Malaysia	English
212 (L+2)	The social navigator and digital e-lawyer	Social Insurance Fund of the Russian Federation, Russian Federation	English
213 (L+2)	An App for proof of life based on video and audio recognition	Social Insurance Bank, Netherlands	English
214 (L+2)	New workforce solution based on artificial intelligence insights	Accenture	English
215 (L+2)	Mobile sign language interpreter for hearing-impaired customers	Estonian National Social Insurance Board, Estonia	English
216 (L+2)	Improving customer engagement with emotionally aware machines using machine learning	SAP	English





In the upper floors, participants will have the choice of 12 innovation demonstrations in their preferred language (English, French, Spanish). During each time slot, each demonstration – lasting 20 minutes – will be repeated twice, with a break of five minutes, allowing participants to attend various demonstrations.

WHERE	INNOVATION	SPEAKERS	LANGUAGE
311 (L+3)	Internally-built AI tools to support service delivery	Employment and Social Development Canada, Canada	English
312 (L+3)	Datamining for detecting fraud and non take-up of benefits	National Family Allowances Fund, France	French
313 (L+3)	Online tool simplifying company registration	Central Agency of Social Security Bodies, France	French
314 (L+3)	Fully digital parental leave	National Employment Office, Belgium	French
315 (L+3)	Mobile access to medical services based on the institutional Medical records	Social Insurance Fund of Costa Rica, Costa Rica	Spanish
316 (L+3)	Blockchain for international data exchange	IBM and National Social Security Institute, Spain	Spanish



# ROUND I INNOVATION ZONE

15:45 -16:05 > Topic 1  
16:10 -16:30 > Topic 2

Multilingual

Gold Hall  
(L0)

## INNOVATION

## SPEAKERS

Topic 1:  
ESDC Innovation Lab – Methodology  
and approach

Employment and Social  
Development Canada,  
Canada

Topic 2:  
TV spots for all – Media campaigns  
for prevention and return to work

SUVA,  
Switzerland



In the Gold and Copper Halls, practical innovative experience videos will be presented, in 20-minute sessions, with multilingual translation. These presentations will not be repeated.

15:45 -16:05 > Topic 1  
16:10 -16:30 > Topic 2

Multilingual

Copper Hall  
(LO)

INNOVATION

SPEAKERS

Topic 1:  
Technologies for inclusion and  
development: Cases of India and Kenya

International Telecommunication Union

Topic 2:  
Itinerant ophthalmic surgery services

General Mutual Fund for Civil Service  
Employees,  
Morocco



# ROUND II INNOVATION ZONE

16:45 -17:05  
17:10 -17:30

Various rooms

WHERE	INNOVATION	SPEAKERS	LANGUAGE
211 (L+2)	SOCISO's Robotic Automated Response System	Social Security Organisation, Malaysia	English
212 (L+2)	Towards precision triage through objective symptom reporting for long-term health condition enabled by AI	IBM	English
213 (L+2)	Blockchain for international data exchange	IBM and National Social Security Institute, Spain	English
214 (L+2)	AVeues: Accenture virtual experience solution for training case managers	Accenture	English
215 (L+2)	Mobile services with biometric validation	National Social Security Fund, Kenya	English
216 (L+2)	Claims management through integrated benefit service delivery	SAP	English



In the upper floors, participants will have the choice of 12 innovation demonstrations in their preferred language (English, French, Spanish). During each time slot, each demonstration – lasting 20 minutes – will be repeated twice, with a break of five minutes, allowing participants to attend various demonstrations.

WHERE	INNOVATION	SPEAKERS	LANGUAGE
311 (L+3)	Robotic Process Automation Pilot	Employment and Social Development Canada, Canada	English
312 (L+3)	FILOUE: Simulating social needs in a region	National Family Allowances Fund, France	French
313 (L+3)	Extending social security coverage: Online tools for domestic workers	Central Agency of Social Security Bodies, France	French
315 (L+3)	Tablet-based medical data collection in the field	Social Insurance Fund of Costa Rica, Costa Rica	Spanish
316 (L+3)	Julieta: Intelligent chatbot based on AI	Superintendency of Occupational Risks, Argentina	Spanish



# ROUND II INNOVATION ZONE

16:45–17:05 > Topic 1  
17:10–17:30 > Topic 2

Multilingual

Gold Hall  
(L0)

## INNOVATION

## SPEAKERS

Topic 1:  
Flagship Service Canada Centre,  
Toronto

Employment and Social  
Development Canada,  
Canada

Topic 2:  
Examples of innovation and ICT  
application in the social protection area

Ministry of Labour and Vocational  
Integration, Morocco



In the Gold and Copper Halls, practical innovative experience videos will be presented, in 20-minute sessions, with multilingual translation. These presentations will not be repeated.

16:45–17:05 > Topic 1  
17:10–17:30 > Topic 2

Multilingual

Copper Hall  
(L0)

**INNOVATION**

**SPEAKERS**

Topic 1:  
Safety.Health.Wellbeing - Vision Zero  
tools for a national prevention campaign

Agricultural Social Insurance Fund,  
Poland

Workers' Compensation  
Fund Control Board,  
Zambia

Topic 2:  
The Rehabilitation Data Bracelet

Social Insurance Fund  
of the Russian Federation,  
Russian Federation

On Thursday, 17 October, a kick-off meeting for a Global Forum Work Injury Insurance will be held from 08:00-09:15 in room 210 (in English).



# THE CENTENARY OF THE ILO: SOCIAL SECURITY FOR A BRIGHTER FUTURE

09:30–10:30

Plenary

Gold Hall  
(L0)

The Centenary of the International Labour Organization (ILO) is an important occasion to celebrate achievements and discuss strategies for the future. Since its founding, the ILO has played a key role in the development of social security worldwide, encouraging the establishment of the ISSA, founded under its auspices in Brussels in 1927. In view of social and labour market transformations and the global commitment to reach Universal Social Protection by 2030, the session will highlight the ILO and ISSA strategies and collaboration to protect people in a changing world.



SOCIAL JUSTICE  
DECENT WORK





# SOCIAL SECURITY FOR CHANGING SOCIETIES

11:00–12:30

Plenary

Gold Hall  
(L0)

Social security plays an important role in providing opportunities and mitigating risks, and is thus a fundamental enabler of social cohesion and inclusive growth. Major social, economic and demographic trends require social security to adapt in order to maintain and strengthen this role in the future: social security coverage is still inadequate in a number of countries; widening inequalities are challenging social cohesion; population ageing requires strategies to meet increasing demands for services and long-term care. In this context, the session will outline the main societal trends and analyse how social security can respond in order to provide adequate and sustainable protection for changing societies.

## Moderator

**Marcelo Abi-Ramia Caetano**  
Secretary General  
International Social Security Association

## Speakers

**Laís Abramo**  
Chief, Social Development Division,  
United Nations Economic Commission for  
Latin America and the Caribbean

**Patrik Andersson**  
Chief, Sustainable Socioeconomic Transformation Section,  
Social Development Division,  
United Nations Economic and Social Commission for Asia and  
the Pacific

**Cécile Gernique Boub**  
Executive Secretary  
Inter-African Conference on Social Security

**Katarina Ivanković-Knežević**  
Director Directorate-General for Employment, Social Affairs  
and Inclusion,  
European Commission

**Maria-Francesca Spatolisano**  
Assistant Secretary General for Policy Coordination and Inter-  
Agency Affairs,  
United Nations Department of Economic and Social Affairs



# MEETING THE EVOLVING NEEDS OF AN AGEING POPULATION

14:30–15:45

Parallel 5

Gold Hall  
(L0)

Ageing has been an important trigger of reforms for over two decades, largely driven by concerns about adequacy and sustainability. In addition, there is a rapidly emerging challenge of meeting the service needs of an ageing population for health and long-term care. This parallel session will review the evolving needs for social security benefits and services in ageing societies and discuss appropriate response strategies. A special focus will be on measures to improve the continuum of care, models for older citizen-centric service including homecare, financing mechanisms, care workforce as well as the role of technology.

## Moderator/ Speaker

### Assia Billig

Chief Actuary  
Office of the Chief Actuary - Office of the Superintendent of  
Financial Institutions, Canada

## Panellists

### Anton Viktorovich Drozdov

Chairman of the Board  
Pension Fund of the Russian Federation, Russian Federation

### Stewart Haynes

Director  
National Insurance Services, Saint Vincent and the Grenadines

### Yong-gab Lee

Head, Health Insurance Policy Research Institute,  
National Health Insurance Service, Republic of Korea

### Dominique Libault

Director  
EN3S - National School of Social Security, France

### María Cecilia López Collazo

President  
Catholic Workers' Circle of the Uruguay Mutual Fund, Uruguay

### József Mészáros

President  
Hungarian State Treasury, Hungary



# REACHING AND PROTECTING THE DIFFICULT-TO-COVER GROUPS

14:30–15:45

Parallel 6

Copper Hall  
(L0)

Despite important progress in a number of countries, bridging the coverage gap remains a top priority. With large parts of formal sector workers now being covered, and cash transfers and subsidies being introduced to reduce poverty, the attention has shifted to workers that are difficult to cover due to the specific characteristics of their work and income. A significant number of social security institutions are currently developing or implementing initiatives to extend coverage to these difficult-to-cover groups, including various types of self-employed workers. This parallel session will highlight successful examples and solutions related in particular to communication, enhanced access through technology, administrative flexibility and subsidized contributory coverage.

## Moderator

**Azlaily Abd Rahman**  
Deputy Chief Executive Officer  
Social Security Organisation, Malaysia

## Speaker

**Andrea Claudia Chirino**  
Director,  
Department of Operations with social security institutions,  
Federal Administration of Public Resources, Argentina

## Panellists

**Yollard Kachinda**  
Director General, National Pension Scheme Authority, Zambia

**Jaoji Koroj**  
Chief Executive Officer, Fiji National Provident Fund, Fiji

**Denis Charles Kouassi**  
Director General  
Social Insurance Institute - National Social Insurance Fund,  
Côte d'Ivoire

**Mostafa Salari**  
Managing Director, Iranian Social Security Organization,  
Islamic Republic of Iran

**Ahmet Hilmi Sezer**  
Senior Social Security Expert - Coordinator, Social Security  
Institution, Turkey

**Alvaro Velarca Hernández**  
Institutional and International Monitoring Coordinator  
Mexican Social Security Institute, Mexico



# REDUCING INEQUALITIES, BUILDING RESILIENCE

16:15–17:30

Parallel 7

Gold Hall  
(L0)

An important social impact of social security consists of its contribution to reducing inequalities, enhancing social cohesion and building resilience. In an evolving context, social security institutions need to reflect on how their programmes and practices can better prevent or reduce both existing and emerging inequalities. This parallel session will discuss examples of social security strategies to strengthen social impact and reduce social inequalities. A special focus will be on the practical implementation of programmes such as parental leave, which proactively reduce gender inequalities, as well as rehabilitation and return-to-work measures.

**Moderator****Peter Samyn**

President

Federal Public Service for Social Security, Belgium

**Speaker****Kenneth Apfel**Professor of the Practice, University of Maryland,  
School of Public Policy, United States**Panellists****Grazio Barbara**

Director General

Ministry for the Family, Children's Rights and Social Solidarity,  
Malta**T.B.J. Memela**

Chief Executive Officer,

South African Social Security Agency, South Africa

**María del Rosario Oiz Márquez**

Director

Social Insurance Bank, Uruguay

**Gina Magnolia Riaño Barón**

Secretary General,

Ibero-American Social Security Organization

**Ole Settergren**

Director, Research and Development,

Swedish Pensions Agency, Sweden

**Kyung-woo Shim**

President

Korea Workers' Compensation & Welfare Service,  
Republic of Korea

# TOWARDS UNIVERSAL SOCIAL PROTECTION: WHAT ROLE FOR CONTRIBUTORY SYSTEMS?

16:15–17:30

Parallel 8

Copper Hall  
(L0)

Contributory schemes have a decisive role to play in reaching the goal of universal coverage by 2030. As important efforts to ensure a minimum level of protection for all through tax-financed benefits have progressed, the role of contributory schemes to provide a more adequate protection, facilitate the implementation of cash transfers, secure sustainable financing and generate efficiencies is key to reaching long-term coverage goals. This parallel session will analyse the role of contributory systems in comprehensive social protection and universal health coverage strategies, and highlight the pivotal role that can be played by social security institutions to facilitate progress in the implementation of such strategies.

## Moderator

### **Nancy Milroy-Swainson**

Director General, Seniors and Pensions Policy Secretariat,  
Income Security & Social Development Branch,  
Employment and Social Development Canada, Canada

## Speaker

### **Andras Walter Uthoff Botka**

Board Member, Independent Consultant,  
Social Security Advisory Board, Chile

## Panellists

### **Alain Coheur**

Director of European and International Affairs  
National Union of Socialist Mutual Benefit Societies/Solidaris,  
Belgium

### **Gustavo Demarco**

Global Lead on Pensions and Social Insurance,  
The World Bank

### **Fabio Durán Valverde**

Head, Public Finance, Actuarial and Statistics Unit,  
International Labour Office

### **William Erio**

Director General  
National Social Security Fund, United Republic of Tanzania

### **Tanit Loipimai**

Director of the International Affairs Section, Policy and  
Planning Division,  
Social Security Office, Thailand



# WORLD SOCIAL SECURITY SUMMIT

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09:30–12:00

Summit

Gold Hall  
(L0)

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A highlight of the Forum, the World Social Security Summit will bring together high-level representatives of governments and international organizations to discuss strategies that protect people against evolving risks, not least in the context of a changing world of work and remaining coverage gaps. The Summit will consider the key role of political commitment and institutional capacities to ensure that social security leaves no one behind, contributes to social cohesion and supports inclusive growth strategies.

**A special programme for the World Social Security Summit including all distinguished participants of the Summit will be made available during the World Social Security Forum.**



# ISSA AWARD FOR OUTSTANDING ACHIEVEMENT IN SOCIAL SECURITY

12:00–12:30

**Award**

**Gold Hall  
(L0)**

The recipient of the ISSA Award for Outstanding Achievement in Social Security will be recognized at a special ceremony. The ISSA Award has been initiated to offer worldwide recognition of exceptional commitment and achievements in the field of social security in line with the ISSA's vision of Dynamic Social Security.

# CLOSING SESSION

12:30–13:00

**Plenary**

**Gold Hall  
(L0)**

In the closing session of the Forum, the ISSA leadership will summarize the main outcomes and achievements of this global event and express the gratitude of the Association to the host organizations of the Forum.



## 38th SESSION OF THE ISSA COUNCIL\*

14:30–17:00

ISSA Council

Gold Hall  
(L0)

The ISSA Council is the electoral body of the Association and consists of the designated titular and substitute delegates to the Council. The ISSA Council will take decisions on the ISSA Programme and Budget for the triennium 2020–2022 and elect the ISSA President, ISSA Treasurer as well as the members of the Control Commission and of the Bureau for the same period.

*\* Please note that participation is restricted to members of the Council.*

## 120th MEETING OF THE ISSA BUREAU\*

17:00–17:30

ISSA Bureau

Gold Hall  
(L0)

The ISSA Bureau is the governing body of the Association. It is composed of the President, the Treasurer, the Secretary General, and members representing different geographical regions of the world.

*\* Please note that participation is restricted to members of the Bureau.*



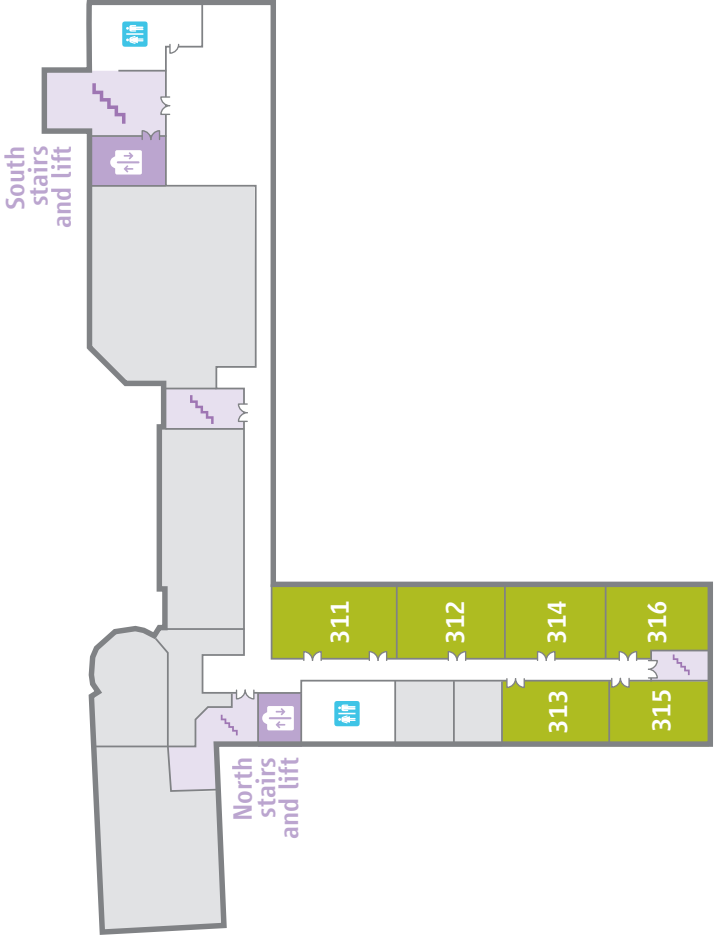








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