



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

Programme

Regional Social Security Forum for Europe

2–3.5.2022
Tallinn, Estonia



At the invitation of the
Estonian National Social Insurance Board



REPUBLIC OF ESTONIA
SOCIAL INSURANCE BOARD

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INTERNATIONAL SOCIAL SECURITY ASSOCIATION
ASSOCIATION INTERNATIONALE DE LA SÉCURITÉ SOCIALE
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL
INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

ISSA Regional Social Security Forum for Europe

Tallinn, Estonia, 2–3 May 2022

PROGRAMME

All plenary sessions and the multilingual parallel sessions are also available online. Please adapt the timing of the sessions to your time zone. This agenda is indicating the timing in Tallinn, Estonia (UTC/GMT+3 or EEST).

Sunday, 1 May 2022

15:00–18:00 **Registration of participants**

Monday, 2 May 2022

SHAPING THE FUTURE OF SOCIAL SECURITY IN EUROPE

The objective of the first day of the Forum will be to identify and discuss the key social security challenges and response strategies in Europe. Through a series of plenary sessions featuring keynote presentations and parallel panel discussions, priorities including the long-term effects of the pandemic, ageing societies and labour market transformations will be addressed.

07:30–08:45 **Registration of participants**

09:00–10:00 **Opening ceremony**
Black Box

During the opening ceremony, dignitaries will welcome the participants on behalf of the Government of Estonia, the International Social Security Association (ISSA) and the host organization, the Estonian National Social Insurance Board. This session will also include a national presentation of social security in Estonia and an introduction to the agenda and objectives of the Regional Social Security Forum for Europe.

10:00–10:30 *Coffee break and networking*

10:30–12:30 **Key priorities for social security in Europe: Progress, challenges and solutions**
Black Box

Based on a new ISSA report, this session will take stock of recent developments in social security in Europe and identify strategies to address the most important current social security priorities. This will in particular include social security adaptations in the context of demographic changes, labour market transformations and technological developments but also touch upon

branch-specific measures in health, pensions, unemployment, work injury and family schemes. The impact of the pandemic on social security in the region will also be highlighted at this session that will set the stage for the subsequent discussions at the Forum.

Moderator

Marcelo Abi-Ramia Caetano
Secretary General
International Social Security Association

Keynote speakers

Marcelo Abi-Ramia Caetano
Secretary General
International Social Security Association

Kenichi Hirose
Senior Social Protection Specialist
International Labour Organization

Panellists – Panel 1

Monika Queisser
Head, Division of Social Policies
Organization for Economic Co-operation and Development

Valdis Zagorskis
Deputy Head of Unit, Directorate General Employment, Social Affairs
and Inclusion
European Commission

Panellists – Panel 2

Outi Antila
Director General
Social Insurance Institution
Finland

Isabelle Sancerni
Chairman of the Board
National Family Allowances Fund
France

Gundula Roßbach
President
German Federal Pension Insurance
Germany

Nursulu Kemel
General Director
State Social Insurance Fund
Kazakhstan

12:30–14:00

*Lunch and networking**At the invitation of the Estonian National Social Insurance Board*

14:00–15:15

COVID-19 and social security in Europe: Long-term effects and transition to a new normal*Black Box*

Social security systems have played a pivotal role in reducing the health, social and economic impact of the pandemic. After emergency measures were taken rapidly at the beginning of the crisis, on-going adjustments, extensions and adaptations of special measures in the context of uncertainty and a much longer than anticipated crisis situation characterized the next phase. As societies look towards overcoming the pandemic, this session will analyse strategies to phase out special measures and highlight responses to challenges arising from the long-term effect of the pandemic on public expectations, financial sustainability and labour markets.

Moderator*Jens Schremmer*

Head, Office of the Secretary General
International Social Security Association

Keynote speaker*Monika Queisser*

Head, Division of Social Policies
Organization for Economic Co-operation and Development

Panellists*Alexander Burz*

Deputy Office Manager
Social Insurance Funds
Austria

Benoit Collin

General Administrator
National Institute for Health and Disability Insurance
Belgium

Yolita Vlaevska-Kirova

Head of International Cooperation Department, Directorate Public
Communications and International Cooperation
National Social Security Institute
Bulgaria

Gregor Kemper
 Director of the Department of International Relations
 German Social Accident Insurance
 Germany

John McKeon
 Secretary General
 Department of Social Protection
 Ireland

15:15–15:45 *Coffee break and networking*

15:45–17:00 **Social security for an ageing population: Sustainability, activity and new needs**
Black Box

Ageing populations remain one of the key challenges for social security systems in Europe that cannot be addressed within one social security branch alone. Promoting activity, active ageing and longer working lives, sustaining pension and health care financing and meeting long-term care needs are interconnected response strategies and require holistic approaches. By reviewing the results of past reforms and analysing recent social security measures, the session will identify strategies towards social security for an ageing population.

Moderator

Joachim Breuer
 President
 International Social Security Association

Keynote speaker

Valdis Zagorskis
 Deputy Head of Unit, Directorate General Employment, Social Affairs and Inclusion
 European Commission

Panellists

Fabrice Gombert
 President
 National Sickness Insurance Fund
 France

Ádám Rézmovits
 Head, Data Asset Management and Business Intelligence
 Solutions Department
 Hungarian State Treasury
 Hungary

Gertruda Uścińska
 President
 Social Insurance Institution
 Poland

Tiago Alexandre Freitas Mendes Preguiça
 Director General
 General Directorate for Social Security
 Portugal

19:30–23:00 **Presentation of the ISSA Good Practice Award for Europe / Onsite only
 Gala dinner**

*At the invitation of the Estonian National Social Insurance Board
 Seaplane Harbour Museum, Tallinn, Estonia*

Tuesday, 3 May 2022

SOCIAL SECURITY ADMINISTRATION IN A DYNAMIC CONTEXT

The second day of the Forum will focus on adaptations, good practices and innovations by social security institutions in the context of the pandemic, evolving public expectations and technological change. An introductory plenary session will be followed by topical and practical parallel sessions featuring 24 good practice presentations by ISSA member institutions in the region.

09:00–10:30 **Institutional transformation and the future of social security management**
Black Box

Rapid innovation, increasing automation, evolving public expectations, and changes in the world of work require social security institutions to adopt integrated strategies to institutional transformation. Appropriate leadership, human resources strategies and governance mechanisms play a key role in enabling this transformation. This plenary session will discuss these elements from the point of view of the senior management of social security institutions from across the region.

Moderator and keynote speaker

Raul Ruggia-Frick
 Director, Social Security Development
 International Social Security Association

Panellists

Himalay Mamishov
 Chairperson of the Board
 State Social Protection Fund under the Ministry of Labour and Social
 Protection of the Population of the Republic of Azerbaijan
 Azerbaijan

Jean-Marc Vandenberg
 General Administrator
 National Employment Office
 Belgium

Alexandros Varveris
 First Deputy Governor
 Electronic National Social Security Fund
 Greece

Julita Varanauskienė
 Director
 State Social Insurance Fund Board of the Republic of Lithuania under the
 Ministry of Social Security and Labour
 Lithuania

Thore Hansen
 Senior Adviser, Department of Analysis and Research
 NAV
 Norway

10:30–11:00

Coffee break and networking

11:00–12:30

Parallel sessions: Innovative approaches to delivering excellence in social security administration

Zooming in on challenges and solutions for specific social security branches and priority cross-cutting topics, two rounds of parallel sessions will provide unique opportunities for focussed exchanges and networking.

Parallel session 1 (Multilingual)
Enhancing client orientation, automation and integrity
Black Box

Moderator

Elena Țibîrnă
 Director General
 National Office of Social Insurance
 Republic of Moldova

Good practices

Building a network of administrative mediators within the network of the Family Allowances Funds

Olivier Corbobesse
 Director, European and International Relations and Cooperation
 National Family Allowances Fund
 France

E-assistant: Assistant in receiving e-services
Lauris Lenerts
 Head, Information Systems Development Unit
 State Social Insurance Agency
 Latvia

Automation of retirement pension procedure (Alfa Premium)*César Luis Gómez Garcillán*

Assistant Director-General for Benefits Management, National Social Security
Institute
Federation of Administrative Bodies of Spanish Social Security
Spain

Automatic and risk-based review of activity reports*Andreas Malmgren*

Operation Controller, Unemployment Insurance Unit
Public Employment Service
Sweden

Parallel Session 2 (English) / Onsite only**Strengthening preventive approaches and active ageing***Stalker***Moderator***Zoran Panovic*

Acting Duty Director
Institute for Social Insurance
Serbia

Good practices***DOST: Social protection for 65+****Farid Mammadov*

Chairperson of the Board
Agency for Sustainable and Operational Social Security (DOST)
Azerbaijan

RV Fit: The preventive health care web portal for German Federal Pension Insurance*Karin Klopsch*

Head of Division, Rehabilitation Department
German Federal Pension Insurance
Germany

Information on risks for homeworkers*Loredana Quaranta*

Professional Chemist

Barbara Manfredi

Coordinator, Technical Consultancy for Occupational Risk Assessment
and Prevention
National Institute for Insurance against Accidents at Work
Italy

Accredited Vision Zero Training Programme: A collaboration between ISSA and IOSH*Alan Stevens*

Head of Strategic Engagement, Global Engagement and Partnerships
Institution of Occupational Safety and Health
United Kingdom

Parallel Session 3 (French) / Onsite only
Improving service provision and social impact

Koridor Klubi

Moderator

Claudina Mascetta

Head, International Organizations Division

Federal Social Insurance Office

Switzerland

Good practices

Ensuring a high-quality service in times of crisis

Guy Durinck

Director, Internal Control and Process Management Directorate

National Employment Office

Belgium

Automating the direct payment of large-scale categorical aid in times of crisis while ensuring ongoing evaluation by policy-makers

Olivier Maillebuau

Secretary General

Council for the Social Protection of Self-Employed Workers

France

Regulation of health cover: Methodological corpus and technical data

Arnaud Emériaux

Director of International Strategy and of the EN3S Institute for Advanced Studies in Social Protection

EN3S - National School of Social Security

France

Establishment of a family benefits scheme for self-employed workers: Implementation of law No. 1.493 of 8 July 2020 establishing a family benefits scheme for the self-employed

Bertrand Crovetto

Director

Monaco Social Security Funds

The Principality of Monaco

Parallel Session 4 (English) / Onsite only
Strengthening communication and outreach

Vaike Saal

Moderator

Astrit Hado

Director General

Social Insurance Institute

Albania

Good practices

A common approach to communication to highlight the engagement of the French social security system during the crisis and to ensure a better image in the long term

Virginie Mallard-Desgoutte
Directrice, Innovation et Prospective
Union of National Social Security Funds
France

Sector-specific recommendations for action by accident insurance providers in Germany

Gregor Kemper
Director of the Department of International Relations
German Social Accident Insurance
Germany

The National Insurance Institute's response to the coronavirus pandemic

Netanela Barkali
Director of Information Management and International Relations Department,
Research and Planning Division
National Insurance Institute
Israel

Malta's social security response to the COVID-19 challenge

Grazio Barbara
Director General, Social Security Department
Ministry for Social Policy and Children's Rights
Malta

12:30–14:00

Lunch and networking
At the invitation of the Estonian National Social Insurance Board

14:00–15:30

Parallel sessions: Innovative approaches to delivering excellence in social security administration (continued)

Zooming in on challenges and solutions for specific social security branches and priority cross-cutting topics, two rounds of parallel sessions will provide unique opportunities for focussed exchanges and networking.

Parallel session 5 (Multilingual) **Improving service delivery and social impact**

Black Box

Moderator

Karen De Sutter
General Administrator ad interim
Auxiliary Unemployment Benefits Fund
Belgium

Good practices

Social debt issuance by the National Occupational Union for Employment in Industry and Commerce (Unédic)

Florian Rabasse

Treasurer Front Office

National Occupational Union for Employment in Industry and Commerce

France

Provision of digital employment services to employers and jobseekers across Dublin region

Stephen Hanna

Assistant Principal Officer

Department of Social Protection

Ireland

No more lack in IT competencies: Superusers

Julita Varanauskienė

Director

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

Lithuania

Importass: The new portal of Spain's General Treasury of Social Security

Andrés Harto Martínez

Director General

General Treasury of Social Security

Spain

Parallel Session 6 (English) / Onsite only

Enhancing coverage and facilitating access

Stalker

Moderator

Janne Metsämäki

Managing Director

Employment Fund

Finland

Good practices

Service for employers: Social insurance contributions in international situations

Tiina Ahonen

Special Adviser

Finnish Centre for Pensions

Finland

Personal services and domestic work: Towards a formal economy and the social protection of workers

Bruno Grégoire

Deputy Director for European and International Relations, Directorate General
Central Agency of Social Security Bodies
France

An occupational safety and health web app for seasonal workers

Arnd Spahn

Chairman of the Board
Social Insurance for Agriculture, Forestry and Horticulture
Germany

Implementation of Transition to Formality Programme (TFP)

Bariş Gencal

Senior Social Security Expert, EU and Foreign Relations Department
Social Security Institution
Turkey

Parallel Session 7 (English) / Onsite only

Strengthening social security through inter-institutional collaboration

Väike Saal

Moderator

Merilin Truuväart

Service Designer
Public Sector Innovation Team of Estonia
Estonia

Good practices

Monitoring the social impact of the COVID-19 crisis: An interagency network approach

Michiel Segaert

Deputy Director, Department of Statistics, Budget and Studies
National Employment Office
Belgium

Introduction of e-Sick Leave and its use during COVID-19 pandemic

František Boháček

General Director
Czech Social Security Administration
Czechia

Hamburg Airport – Occupational health and preventive measures in ground handling: A model project for cooperation between social insurance institutions

Nadja Schilling

Head of Research and Projects

German Social Accident Insurance

Germany

ZUS statistical portal as a platform for universal data sharing

Zofia Czepulis-Rutkowska

Director, International Cooperation Department

Social Insurance Institution

Poland

15:30–16:00 *Coffee break and networking*

16:00–16:45 **Celebrating achievements, looking to the future**

Black Box

This session will feature the technical presentation of the winning entry of the Good Practice Award Competition for Europe 2022, and highlight recent achievements of social security institutions in the region.

16:45–17:00 **Closing ceremony**

Black Box