



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

Annual Review

2016/17





THE YEAR IN IMAGES





FOREWORD

THE YEAR IN REVIEW

As the ISSA celebrates its 90th anniversary, it continues to represent and build the only global community of social security administrators. The exceptional group of leaders and professionals who make up the membership of the Association have helped the ISSA become a highly relevant and crucial partner to social security administrations around the world. The past year marks another milestone – seeing the completion of the first phase of the Centre for Excellence, as well as the extension of the ISSA's influence into groups such as the G20, BRICS and OECD. The ISSA is looking to the future with exciting plans for the development of innovative responses to the key challenges faced by social security.

The ISSA has travelled far since 1927 when 17 sickness insurance and mutual benefit societies came together at the initiative of the International Labour Organization. Ninety years later, the ISSA represents over 320 member organizations who collectively cover over 3 billion people, manage over 6 trillion dollars of funds and employ over 3 million people. For the first time in its history, the ISSA membership spans 158 countries.

A highlight of the year was the World Social Security Forum (WSSF), in Panama in November 2016. The event was an important moment for social security, welcoming over 1,000 professionals from around the world to analyse the major trends and challenges affecting social security. The ISSA launched a ground-breaking new report: *10 Global Challenges for Social Security*, which summarized the key global issues facing social security administrations. The event also saw the presentation by the ISSA of plans to monitor, collate and assess practical innovative responses to meet the challenges ahead.

The ISSA is unique in offering professional leadership on matters of social security administration. This was clearly demonstrated at the WSSF, with the launch of four new Guidelines and with fresh and revised material added to existing Guidelines. The Centre for Excellence now offers 12 comprehensive sets of ISSA Guidelines on key areas of social security administration, all available in various languages. These are accessible through our redesigned website and new App, supported by tailored publications and good practices.

Another important stage in the roll-out of the Centre for Excellence was the first completion of the ISSA Recognition programme by two member institutions who received the "Certificate of Excellence" in Panama for their application of ISSA Guidelines. The successful launch of the Recognition programme completes the first phase of the Centre for Excellence that was initiated in 2014.

The WSSF also saw the election of a new President and Treasurer, along with members of the Bureau, and the Chairperson and members of the Control Commission.

The ISSA continues to build its international presence and influence, being invited to important international events such as the G20 and the BRICS Labour and Employment Ministers' Meeting. Its network expanded through the opening of a new ISSA Liaison Office for Pacific Island Countries in Suva, Fiji, as well the transfer of the ISSA Liaison Office for Central Africa from Cameroon to Gabon.

With the approval of 2017–2019 programme and budget, there are exciting plans for the development of the Association to meet the rapidly evolving needs of its members.

These aim to build an even closer engagement with our members, and to develop responses for our global membership in view of key social security challenges and the profound transformations brought about by the digital economy. The launch of an ISSA innovation programme to identify and share innovative solutions and approaches will not only enrich the value of ISSA's Centre for Excellence but enable the ISSA community to better shape the future of social security.

We would like to express our gratitude to all our members, partners and staff who have actively contributed to a highly productive year. We would particularly like to thank the outgoing officers: the President Mr Errol Frank Stoové, the Vice-President Mr Said Ahmidouch and Treasurer Mr Philippe Conus for their strong leadership and support over the past triennium. We look forward to another active and engaging period for our vibrant Association over the coming years.



Joachim Breuer
ISSA President

A handwritten signature in black ink, appearing to read 'J. Breuer'.



Hans-Horst Konkolewsky
ISSA Secretary General

A handwritten signature in black ink, appearing to read 'Hans-Horst Konkolewsky'.

THE ISSA AT A GLANCE

The International Social Security Association is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. The ISSA was founded in 1927 under the auspices of the International Labour Organization.

> Community

The ISSA provides an exclusive member community and promotes cooperation and exchange through events and expert networks.

> Knowledge

The ISSA develops professional standards, undertakes research and analysis and identifies good practices.

> Services

The ISSA offers practical services and support for social security administrations.

> Innovation

The ISSA facilitates innovative approaches to strengthen administration, anticipate risks and manage change.

> Promotion

The ISSA supports global advocacy to promote comprehensive social security.

> ISSA Membership

ISSA KEY EVENTS FROM SEPTEMBER 2016 TO AUGUST 2017

WORLD SOCIAL SECURITY FORUM

14–18 November 2016
Panama city, Panama

11TH ISSA FORUM FOR TECHNICAL COMMISSIONS

02–03 March 2017
Geneva, Switzerland

TRANSFER OF THE ISSA LIAISON OFFICE FOR CENTRAL AFRICA

21–22 March 2017
Libreville, Gabon

TECHNICAL SEMINAR ON PREVENTION

12–13 April 2017
Melaka, Malaysia

All figures are for 2016 unless otherwise indicated.

**1927**creation of the
ISSA**323**member
organizations
in 158 countries**12**Guidelines for
Social Security
Administration**1,883**participants
in ISSA events**150+**member
organizations
participated in ISSA
Academy events**4TH**World Social
Security Forum,
Panama,
November 2016**546**good practices in
social security in
the ISSA database**49,900**downloads of
*International
Social Security
Review* articles**1,596,828**page views
of web portal**3 billion**

people covered

**6 trillion**

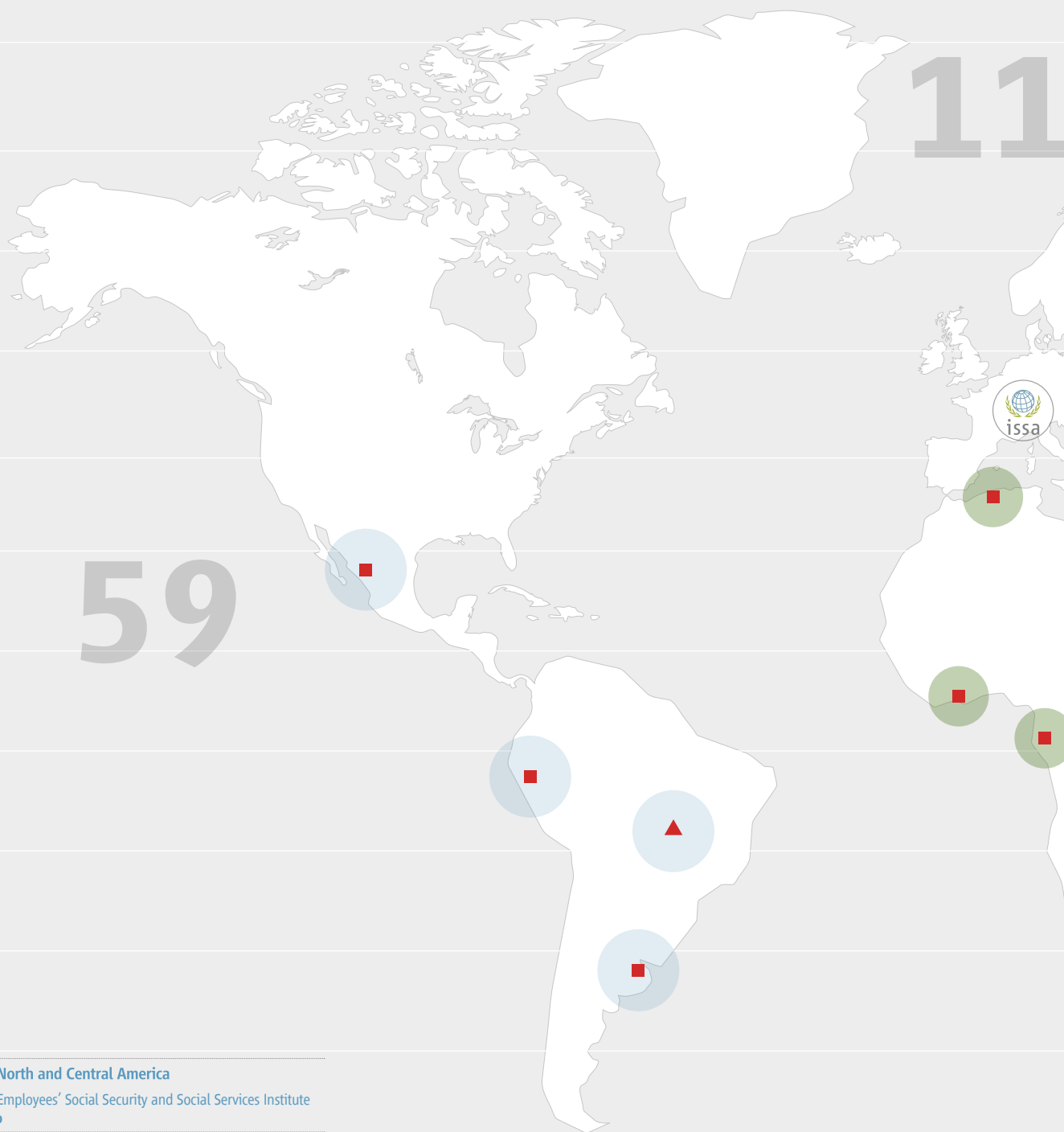
dollars of funds

**3 million**

employees

**TECHNICAL SEMINAR
ON ICT**22–23 May 2017
Casablanca, Morocco**BUREAU SYMPOSIUM
ON DIGITAL ECONOMY**28–29 June 2017
Geneva, Switzerland**BRICS LABOUR
AND EMPLOYMENT
MINISTERIAL MEETING**26–27 July 2017
Chongqing, China**TECHNICAL SEMINAR
ON FINANCING**22–23 August 2017
Yaoundé, Cameroon

THE ISSA AROUND THE WORLD



Americas

Liaison Office for North and Central America

Hosted by the State Employees' Social Security and Social Services Institute
Mexico City, Mexico

Liaison Office for the Andean Countries

Hosted by the Derrama Magisterial
Lima, Peru

Liaison Office for the Southern Cone of the Americas

Hosted by the National Social Security Administration
Buenos Aires, Argentina

Focal Point for Portuguese speaking countries

Hosted by the National Institute of Social Security
Brasilia, Brazil

Europe

ISSA European Network

Steering Committee chaired by the Social Insurance Institution
Warsaw, Poland

Liaison Office for Eurasia

Hosted by the Pension Fund of the Russian Federation
Moscow, Russian Federation

Affiliate members
43

Associate members
16

Total
59

Affiliate members
83

Associate members
27

Total
110

96

59

58

110

AFRICA

AMERICAS

ASIA-PACIFIC

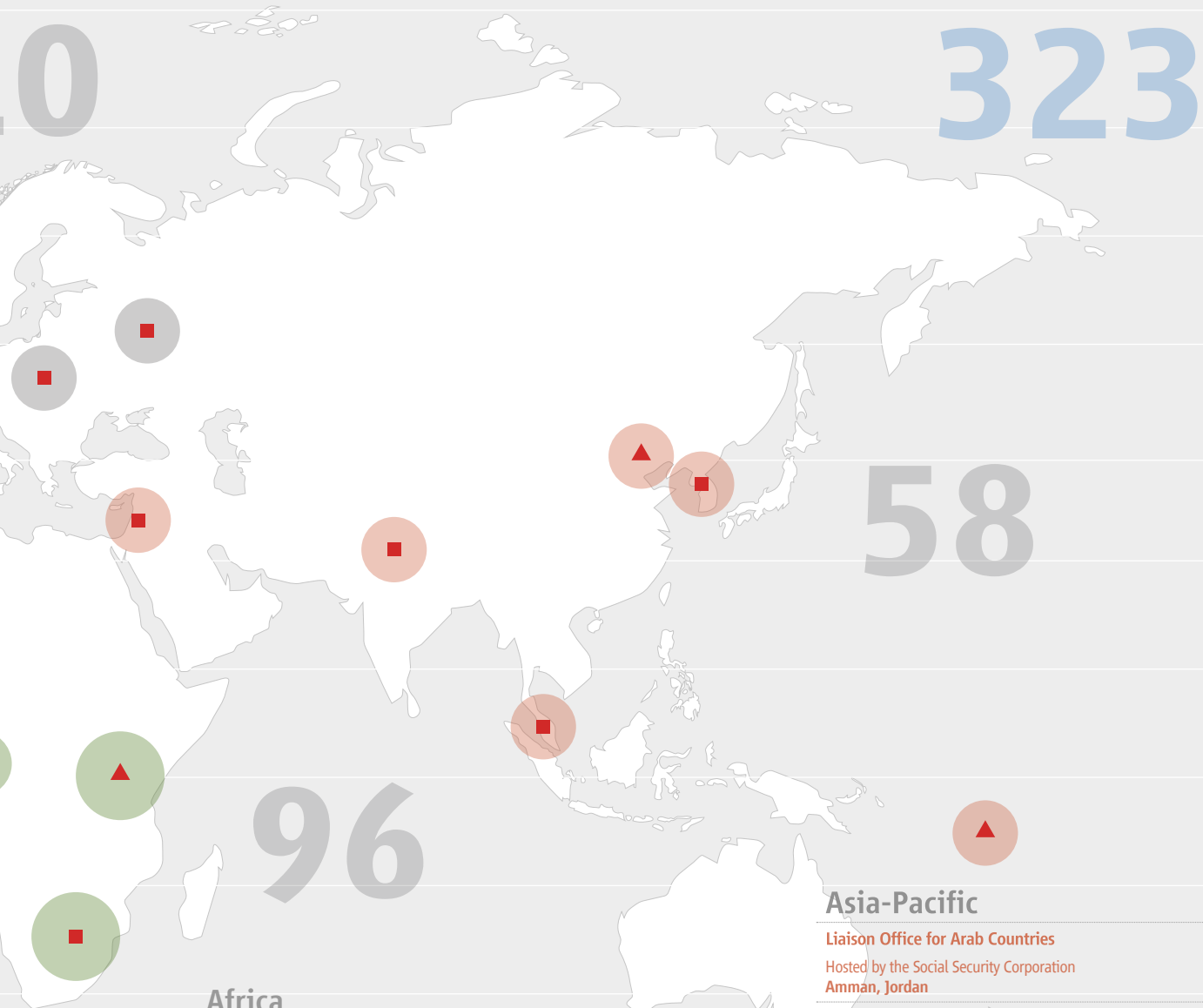
EUROPE

Affiliate members: 255 in 147 countries

Associate members: 68 in 40 countries

Total: 323 member organizations in 158 countries

(June 2017)



Africa

Liaison Office for North Africa

Hosted by the National Social Insurance Fund for Employees
Algiers, Algeria

Liaison Office for West Africa

Hosted by the Social Insurance Institute – National Social Insurance Fund
Abidjan, Côte d'Ivoire

Liaison Office for Central Africa

Hosted by the National Social Security Fund
Libreville, Gabon

Liaison Office for Southern Africa

Hosted by the Department of Social Development
Pretoria, South Africa

Focal Point for East Africa

Hosted by the East and Central Africa Social Security Association
Nairobi, Kenya

Asia-Pacific

Liaison Office for Arab Countries

Hosted by the Social Security Corporation
Amman, Jordan

Liaison Office for South Asia

Hosted by the Employees' State Insurance Corporation
New Delhi, India

Liaison Office for South East Asia

Hosted by the Social Security Organisation
Kuala Lumpur, Malaysia

Liaison Office for East Asia

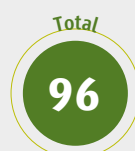
Hosted by the National Health Insurance Corporation
Seoul, Republic of Korea

Focal Point for Chinese Members

Hosted by the Social Insurance Administration of the Ministry
of Human Resources and Social Security
Beijing, China

Focal Point for the Pacific Island Countries

Hosted by the Fiji National Provident Fund
Suva, Fiji





WSSF IN NUMBERS

1000
participants



125
countries



44
sessions



130
speakers



www.issa.int/wssf2016

WORLD SOCIAL SECURITY FORUM

The World Social Security Forum is the largest international event for social security decision makers and professionals. Organized by the ISSA, it was hosted by the Social Insurance Fund of Panama in Panama City from 14 to 18 November 2016.

➤ Social security is an investment

Social security has a major and long-term positive impact on people, societies and economies, and is an essential investment in human capital and social cohesion.

➤ Universal coverage for all by 2030 is a global goal

More people are protected today by social security than ever before, and there is a strong political commitment, enshrined in the UN Sustainable Development Goals, to achieve social protection for all by 2030.

➤ Social security is faced with a series of complex global challenges

A new report, *10 Global Challenges for Social Security*, launched by the ISSA during the Forum illustrates how social security systems are confronted with a series of complex global challenges. These are shifting the fundamental parameters on which social security systems are founded, and will require strategic and coordinated responses by social security institutions, as well as innovation in administration.

➤ Innovation is essential for the future of social security

The challenges confronting social security require policy-makers and administrators to identify innovative responses to ensure sustainability and meet evolving risks and demands.

➤ Social security must ensure people-centred approaches and strive for excellence

In response to increased public expectations, social security institutions aim for excellence in administration based on technological innovation and a strengthened focus on person-centred service delivery.

➤ The ISSA provides a global platform for social security administrations

The ISSA is the unique global community for social security administrators to exchange on strategies to develop and identify innovative solutions to the challenges facing social security.

Election of new ISSA officers

The ISSA Council elected a new President and Treasurer for the Association, respectively Dr Joachim Breuer, Director-General of the German Social Accident Insurance, and Mr Nicolay Kozlov, Deputy Chairman of the Board of the Pension Fund of the Russian Federation. The titular auditors and the deputy auditor of the Control Commission were also elected on this occasion (Mr Jean-Marc Vandenberghe, Belgium, Chairperson; Mr Pawel Jaroszek, Poland; Ms Patricia Koizan, Côte d'Ivoire; and Mr Raoul Romain Arizaka Rabekoto, Madagascar).

The ISSA Award for Outstanding Achievement in Social Security

The Government of the People's Republic of China was presented with the prestigious ISSA Award for Outstanding Achievement in Social Security in recognition of its unprecedented extension of pensions, health insurance and other forms of social protection.

World Social Security Summit

The Forum culminated with the World Social Security Summit, involving ministers and high-level officials from Argentina, Burkina Faso, China, Nigeria, the Russian Federation and Uruguay, as well as representatives of the ILO, OECD, United Nations and World Bank.

THE ISSA: 90 YEARS OF EXCELLENCE IN SOCIAL SECURITY

4 October 1927

The International Conference of National Unions of Mutual Benefit Societies and Sickness Insurance Funds (*Conférence internationale des Unions nationales de Sociétés mutuelles et de Caisses d'assurance-maladie*) is founded in Brussels. The Secretariat is established at the new headquarters of the International Labour Organization in Geneva



1938

The National Social Insurance Fund of Peru becomes the first non-European institution to join the CIMAS

1951

The ISSA focuses on the development of technical and research activities with the establishment of the first permanent committees and the organization of international conferences



1962

The first African regional conference is held in Tunis, followed by the first Asian regional conference in Tokyo

1927

1936

The Association becomes the International Social Insurance Conference (known as CIMAS in its French acronym) and expands its admission criteria to include social insurance institutions responsible for administering disability, old age and survivors' insurance



1947

The CIMAS officially changes its name to the International Social Security Association (ISSA)

1958

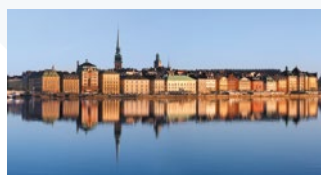
The decision to develop regional activities is followed by the rapid growth of the ISSA membership and the opening of regional offices

1967

The Association's Bulletin is renamed the *International Social Security Review*, confirming its status as the authoritative quarterly publication on social security

1977

The ISSA celebrates its 50th anniversary with membership exceeding 100 countries for the first time

**1996**

ISSA successfully organizes the Stockholm Initiative. This consultation process of national and international experts produces a broad consensus on the need to balance social goals and macroeconomic requirements

1999

The ISSA Initiative is launched to inform and promote international dialogue on the fundamental role of social security in social and economic development

**2012**

The ILO and ISSA sign a Memorandum of Understanding aimed at strengthening cooperation and to extend and promote social security worldwide

2017

The ISSA announces a new project to analyse the impacts of the digital economy on social security

**2017****1998**

Launch of the first ISSA website and online databases, *Social Security Worldwide*

2007

ISSA organizes the first World Social Security Forum, held in Moscow and attended by more than 1,150 ministers, decision makers and administrators from 129 countries

1980

The ISSA establishes a Public Information Unit to monitor and disseminate knowledge about social security administration

**2013**

The ISSA launches its innovative Centre for Excellence in Social Security Administration and a series of international professional Guidelines



THE CENTRE FOR EXCELLENCE

Your gateway to good governance, high performance and service quality in social security administration.

The ISSA's Centre for Excellence is at the heart of the global community of excellence in social security. 2016 saw the completion of the centre with the launch of the ISSA recognition programme.

The Centre offers four main pillars of activity:

> Guidelines

At the heart of the Centre for Excellence, the ISSA Guidelines represent internationally-recognized professional standards in 12 core areas of social security administration. A comprehensive knowledge base provides support to managers to implement the guidelines.

> Academy

The Academy offers members access to problem-solving, learning and exchange platforms as well as capacity-building and human resource development.

> Technical advice and support

The ISSA technical advice and support team enables member institutions to access additional knowledge, guidance and expertise in support of their administrative improvements.

> Recognition

ISSA members can receive formal evaluation and recognition by the ISSA of their compliance with our international professional standards in administration. The ISSA Certificate of Excellence is the only global certification tailored to social security administrations.

Through its targeted knowledge resources and practical member services, the Centre for Excellence continues to develop its scope and provide a unique integrated resource for social security institutions, regardless of mandate, size or geographic location.

www.issa.int/excellence

INTERNATIONAL GUIDELINES FOR SOCIAL SECURITY

The ISSA Guidelines represent the only professional standards for social security administration.

The ISSA Guidelines offer social security managers access to concise and practical knowledge of international best practice in key areas of social security administration.

Each set of Guidelines is complemented by additional resources, references and good practice examples, to provide supporting information and practical examples of application.

New Guidelines for four additional areas of administration, as well as the revision of two existing Guidelines prepared with the ISSA technical commissions were launched in November 2016.

➤ ISSA GUIDELINES FOR SOCIAL SECURITY ADMINISTRATION

- Good Governance
- Service Quality
- Contribution Collection and Compliance
- Information and Communication Technology**
- Investment of Social Security Funds
- Promotion of Sustainable Employment*
- Communication by Social Security Administrations*
- Actuarial Work for Social Security (with the ILO)*
- Administrative Solutions for Coverage Extension*
- Return to Work and Reintegration
- Prevention of Occupational Risks**
- Workplace Health Promotion

**New Guidelines.*

***Revised Guidelines.*



CHALLENGE 1
› Closing the coverage gap



CHALLENGE 2
› Inequalities across the life course



CHALLENGE 3
› Population ageing



CHALLENGE 4
› Employment of young workers



CHALLENGE 5
› Labour markets and the digital economy



CHALLENGE 6
› Health and long-term care



CHALLENGE 7
› New risks, shocks and extreme events



CHALLENGE 8
› Protection of migrant workers



CHALLENGE 9
› The technological transition



CHALLENGE 10
› Higher public expectations

“A positive and sustainable future for social security will depend on the capacity of administrators to analyse, anticipate and mitigate risks”

Hans-Horst Konkolewsky
Secretary General



10 GLOBAL CHALLENGES

Global levels of social security protection are at an all-time high, and coverage continues to increase. Based on strong political commitment and excellence in administration, social security is transforming lives and shaping societies in all regions of the world.

The global community is committed to sustaining and further extending social security protection in line with the objectives of the United Nations Sustainable Development Goals for 2030. In order to reach this ambitious objective we need to better understand the challenges that we face and develop appropriate responses.

This is the reason why the ISSA has prepared a report that spotlights ten of the most important global challenges that confront social security systems.

➤ 10 global challenges report

The ISSA launched a ground breaking 2016 report *10 Global Challenges for Social Security* at the World Social Security Forum in Panama City. The report's findings, which highlight the ten major challenges confronting social security administrations, are based on research and the consultation of more than 280 government departments and social security institutions around the world.

As well as facilitating a better understanding of the rapidly changing context for social security, the report provides interesting examples of how ISSA member institutions have used innovative solutions to successfully adapt to the identified challenges.

Building on the report, the ISSA is engaging with its members in each region to rank these global challenges in order of regional priority. The resulting reports will be launched at each of the Regional Social Security Forums over the coming three years.

www.issa.int/10

INNOVATION

Innovation is a key element of the ISSA Programme of activities 2017–2019.

The Innovation programme has been developed as a complementary dynamic dimension to the highly appreciated ISSA Centre for Excellence:

- > Moving beyond evaluated principles in Guidelines and good practices
- > Sharing innovative solutions to priority challenges
- > Developing innovations together for completely new issues

The Innovation programme was launched officially at the Bureau Symposium in June in the presence of distinguished guests, including official delegations from the United Nations in Geneva and the International Labour Organization, former elected officials of the ISSA, and representatives of ISSA member organizations and of regional social security organizations. The Symposium also marked the beginning of 2017 events to celebrate the ISSA's 90th anniversary.

The innovation programme will comprise two interconnected work streams. The first concerns innovative solutions to meet the 10 global challenges for social security. The second will address the impacts, risks and opportunities of the digital economy. These two agendas will be mainstreamed across ISSA's activities: the Technical Commissions, Regional structures and General Secretariat projects.

The main outputs of the programme will include, innovation networks and exchange at Regional Social Security Forums, professional conferences and regional technical seminars. There will also be the promotion of innovation through the ISSA innovation award, and a Leadership for innovation series with a focus on the role of CEOs. Finally there will be plans for working together to innovate through the ISSA innovation lab.

www.issa.int/observatory



DIGITAL ECONOMY

The digital economy will profoundly transform our daily life, how we work and how we live.

To understand and develop responses to this transformation, the ISSA launched the Digital Economy and Social Security Observatory.

Grouping a multitude of topics linked to the digital economy and its impact on social security, and mainstreamed across all ISSA activities, the Observatory will provide ISSA member organizations with guidance on the opportunities and challenges presented to social security administrations.

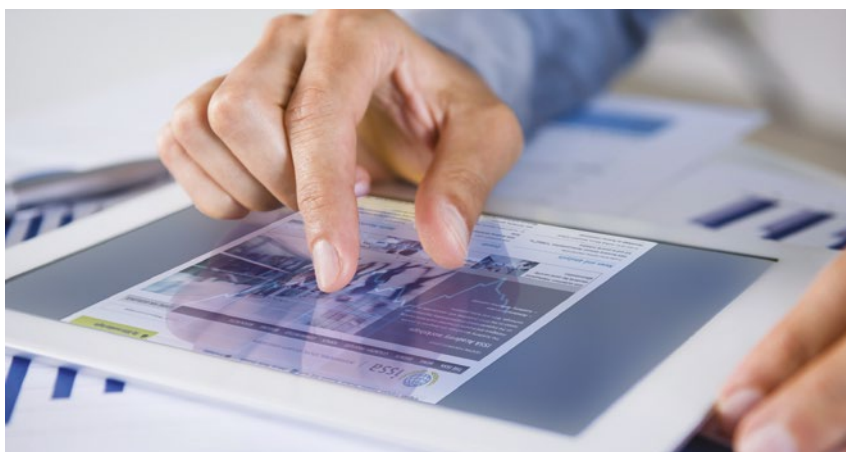
The Observatory will look at this transformation from two perspectives:

- > How the digital economy may change the environment for social security
- > How the digital economy may impact social security administrations

In this endeavour, new tools provided to ISSA member organizations will include an expanding real-time Media wall offering video analysis and data.

This “look into the future” is supported by the ISSA technical commissions, findings from ISSA conferences and events, member surveys, good practices, literature reviews, research and input by external experts.

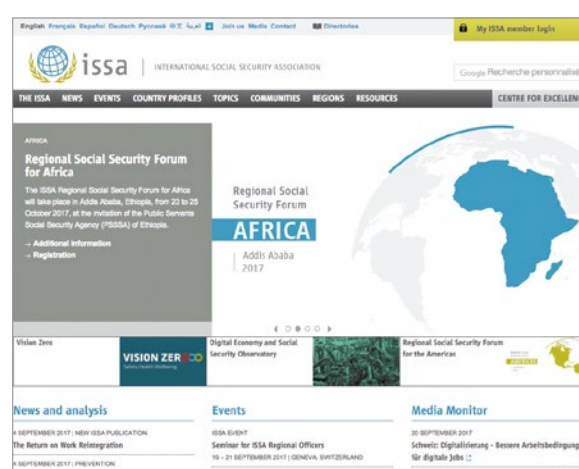
www.issa.int/observatory



KNOWLEDGE FOR EXCELLENCE IN SOCIAL SECURITY

➤ ISSA web portal and app

The ISSA web portal provides comprehensive information, news, data and analysis on social security administration worldwide. Exclusive services, including a personalized My ISSA space and full access to the ISSA Centre for Excellence, the ISSA Guidelines and other key resources, are available only to ISSA members.



www.issa.int

➤ International Social Security Review



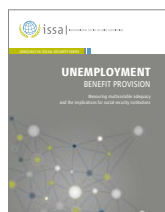
First published in 1948, the *International Social Security Review* is the world's major quarterly publication in the field of social security. Articles by leading social security experts present international comparisons and in-depth discussions of topical questions and comparative analytical studies of social security policies and systems. In addition, the journal publishes special and thematic issues addressing policy and administrative themes central to the interests of ISSA member organizations.

Online access: Since 1967 for articles published in English; for 2008–2013 for articles published in French, German and Spanish. ISSA members benefit from free access to the *Review* via My ISSA.

The Review is published in English. Abstracts of all new articles are available in English, Arabic, Chinese, French, German, Portuguese, Russian and Spanish.

www.issa.int/review

➤ Adequacy in social security



What constitutes an adequate benefit or service? And against which benchmarks can adequate benefits and services be defined and eventually measured? This series analyses adequacy in pensions and unemployment, and proposes a quantitative model which defines and assesses a multivariable measure of adequacy.



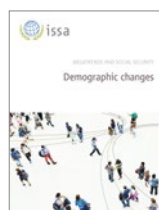
Retirement Benefit Provision: *Available in English.*
Unemployment Benefit Provision: *Available in English, French and Spanish.*

www.issa.int/adequacy

➤ Megatrends and social security



The ISSA has analysed how key external factors – or megatrends – will impact social security systems and how social security administrations can anticipate and mitigate their impacts on society. The ISSA has prepared reports on four key areas where megatrends will influence the context and demands on social security systems: Labour markets, Climate change and natural resource scarcity, Demographic changes, Family and gender.



Available in English.

www.issa.int/megatrends

➤ BRICS countries: Sustainability challenges for social security systems



In 2011, the ISSA launched its project on social security in the BRICS countries. This new report, prepared in collaboration with ISSA members in the BRICS, defines the sustainability challenges faced by these countries.

Available in English.

www.issa.int/BRICS

➤ 10 global challenges for social security



The report *10 Global Challenges for Social Security* spotlights ten of the most important global challenges that confront social security systems. Besides facilitating a better understanding of the evolving context for social security, the report provides interesting examples of innovative responses by ISSA member institutions to successfully adapt to the identified challenges. Subsequent reports will address these challenges from the regional perspectives of the ISSA's global membership.

Language versions vary according to the region.

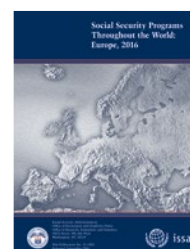
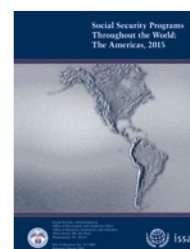
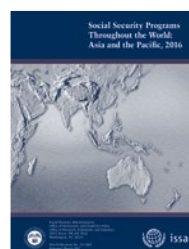
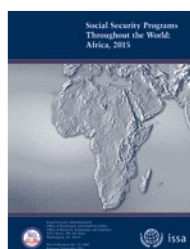
www.issa.int/10

➤ Social Security Programs Throughout the World

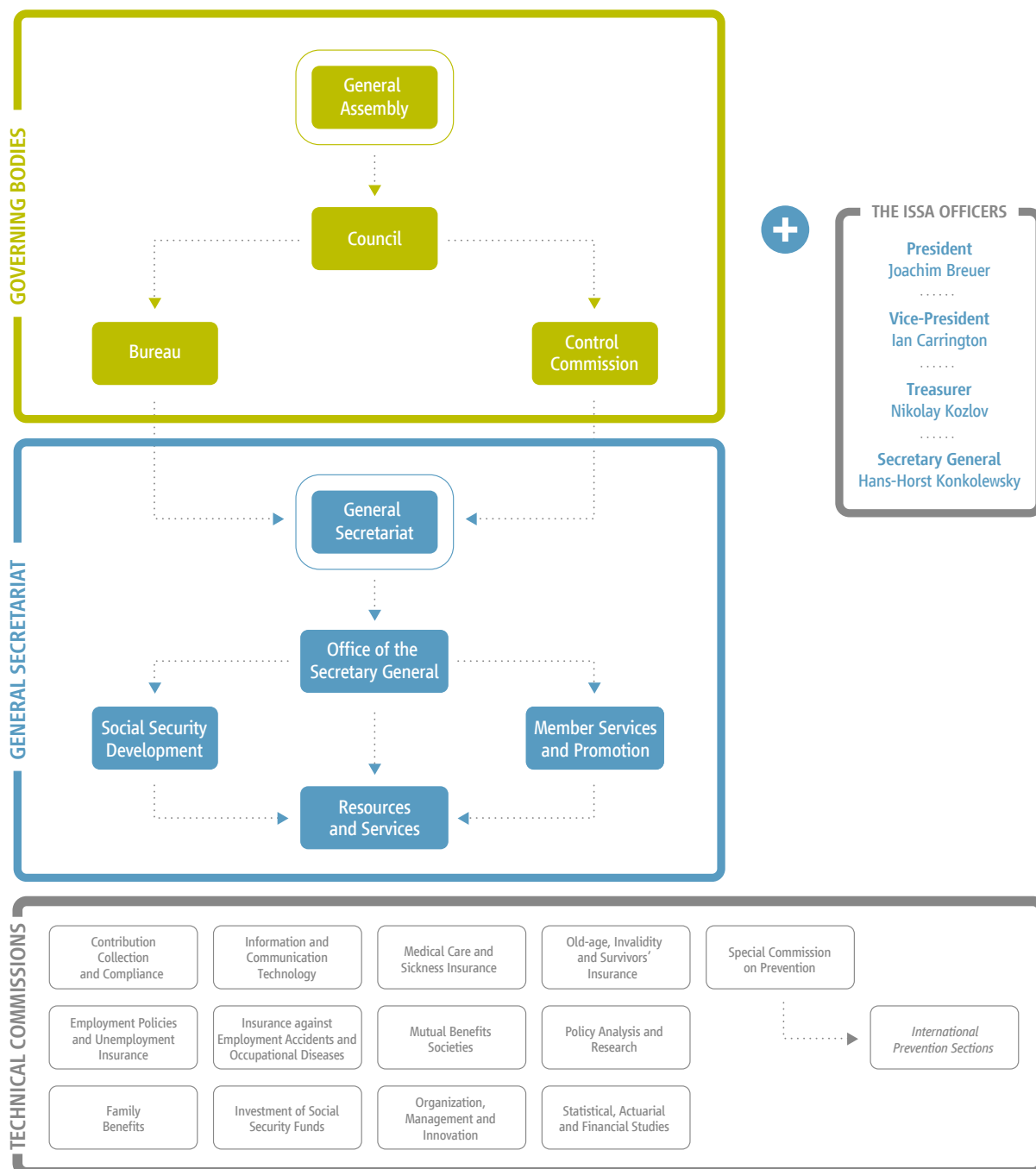
The combined findings of this series, which includes volumes on Asia and the Pacific, Africa, the Americas and Europe, are published at six-month intervals over a two-year period. Each volume provides an overview of the features of social security programmes in the particular region. *Social Security Programs Throughout the World* is the product of a cooperative effort between the US Social Security Administration and the ISSA.

Available in English.

www.issa.int/SSPTW



ISSA GOVERNANCE AND ORGANIZATIONAL STRUCTURE





Promoting excellence in social security
Promouvoir l'excellence dans la sécurité sociale
Promoviendo la excelencia en la seguridad social
Förderung von Exzellenz in der sozialen Sicherheit
За повышение стандартов в социальном обеспечении
促进卓越的社会保障
دعم التميّز في الضمان الاجتماعي

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