



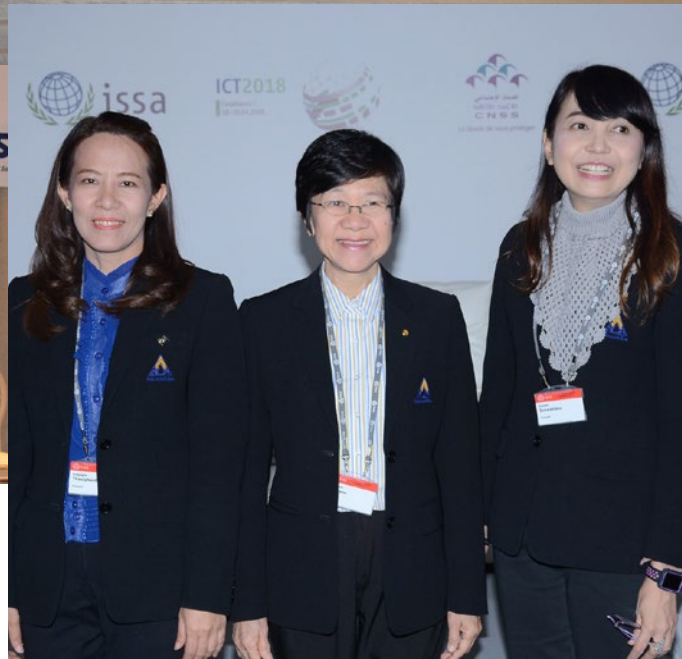
issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

Annual Review 2017/18



THE YEAR IN IMAGES





THE YEAR IN REVIEW

Social security empowers people in a world of ever more rapid change. The ISSA represents a unique global community of social security leaders and professionals committed to realizing the positive impact of social security. While continuing to effectively support this commitment through facilitating administrative excellence, the activities during the year have increasingly positioned our Association as the privileged forum to shape the future of social security systems through innovative solutions to major challenges.

With 323 member organizations in 153 countries providing social security protection to more than 3 billion people, the ISSA represents a global commitment to excellence in social security. The important role and experience of the 3 million professionals working for our members make the Association not only an unparalleled source of knowledge and experience but also an important partner for promoting social security globally.

The ISSA evolves to ensure that this important role impacts each member and benefits the development of their social security systems. We are therefore pleased to report that, this year, the ISSA made important progress towards its triennial objectives to enhance member engagement in our Centre for Excellence, establish a new focus on innovative solutions to the key social security challenges and strengthen the capacity to promote social security at the international level.

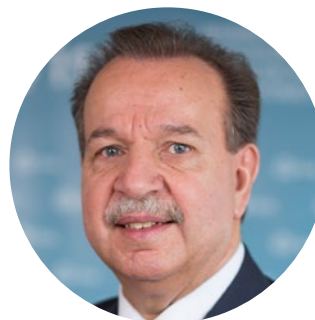
There are ten identified global challenges that confront all social security systems. To help identify solutions to these, regional versions of the groundbreaking report *10 global challenges for social security* accompanied the highly successful Regional Social Security Forums in Africa and the Americas. Based on strong input from members in each region, the reports outline the priority challenges and emerging solutions to these for social security organizations in each region.

A major challenge for the sustainability and adequacy of social security programmes is the global technological shift towards the digital economy and the widening automation of work processes. Technological innovation is leading a global transformation that will affect not only the social and economic security of populations but also the design, financing and goals of social security systems. The 15th International Conference on Information and Communication Technology in Morocco in April 2018 was therefore timely. The event gave ICT professionals from around the globe the possibility to discuss the impact of artificial intelligence, big data and other key developments on social security administrations. Also, through its Digital Economy and Social Security Observatory, the ISSA continued to provide insight into the digital transformation of society, including the ensuing challenges and opportunities for social security administrations.

We have seen significant progress in the engagement of all ISSA member organizations in our Association. The adoption of new ICT tools within the ISSA General Secretariat will improve the service experience and brings us all closer together. Supporting this is ISSA's growing social media presence on Twitter and LinkedIn. This focus on meeting the needs of all our members has begun to show positive results.



Joachim Breuer
ISSA President



Hans-Horst Konkolewsky
ISSA Secretary General

At the heart of member benefits is the Centre for Excellence, which offers authoritative professional standards and services for social security administrations. These span from our unique ISSA Guidelines (professional standards), through capacity building (Academy workshops and diploma training) to Recognition, which offers formal evaluation and recognition of the implementation of the ISSA Guidelines. ISSA members are increasingly using the Guidelines to improve social security administration processes and procedures. The revision and updating of existing Guidelines, and the development of new sets, is already underway for launch at the World Social Security Forum in 2019.

The ISSA has also been highly active in the promotion of social security in the international arena. In the recent period, the ISSA has strengthened its efforts to promote social security at international fora, such as the G20 and ASEAN, and engaged with partners such as the OECD, IFAD, WHO and the World Bank.

In September 2017, the ISSA developed the first global campaign to improve safety, health and wellbeing at

work. The launch of the Vision Zero campaign coincided with the XXI World Congress on Safety and Health at Work in Singapore and was a highlight of that important international gathering. Through regional launches in Asia, Europe, Eurasia, Africa and North America, more than 2,000 enterprises, organizations and OSH trainers have joined the campaign.

The past year has therefore been an active one for the Association, and has moved the ISSA and its member organizations forward as regards the objectives of promoting social security internationally, addressing shared key challenges, and supporting innovation in the design, governance and delivery of social security.

We would like to thank all members, partners and staff who have contributed so actively to the work of the ISSA over the past year and we look forward to working with all of you to further build and develop our community for excellence in social security in the year ahead.

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 KEY EVENTS

XXI WORLD CONGRESS
ON SAFETY AND HEALTH
AT WORK 2017

► 3–6 September 2017 |
Singapore

REGIONAL SOCIAL
SECURITY FORUM
FOR AFRICA

► 23–25 October 2017 |
Addis Ababa, Ethiopia

REGIONAL SOCIAL
SECURITY FORUM FOR
THE AMERICAS

► 22–24 November 2017 |
Montevideo, Uruguay

15TH ISSA INTERNATIONAL
CONFERENCE ON ICT IN
SOCIAL SECURITY

► 18–20 April 2018 |
Casablanca, Morocco

All figures are for 2017 unless otherwise stated.

ISSA IN FIGURES



1927
creation
of the ISSA



323
member organizations
in 153 countries



17
regional structures
around the world



1,436
participants
in ISSA events



214
member organizations
participated in ISSA events



12
technical commissions
+1 Special Commission
on Prevention



57,000
downloads
of *International Social Security
Review* articles



700
good practices
in social security in
the ISSA database



12
Guidelines
for Social Security
Administration

ISSA MEMBERS



3 BILLION
people covered



6 TRILLION
dollars of funds



3 MILLION
employees

THE CENTRE FOR EXCELLENCE

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



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.

The Centre offers four main pillars of activity:

► Guidelines

At the heart of the Centre for Excellence, the ISSA Guidelines represent the only internationally recognized professional standards for social security administration in 12 core areas.

Additional resources, references and good practice examples complement each set of Guidelines. These provide supporting information and practical examples of application.

► Academy

The Academy offers members access to learning, exchange and problem-solving platforms as well as capacity-building and human resource development through Academy workshops and Diploma training. In the last year, there were some 450 participants in ISSA Academy events.

► 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

The Recognition programme offers formal evaluation and recognition of the implementation of the ISSA Guidelines. Carried out by independent experts, the ISSA Certificate of Excellence is the only global certification tailored to social security administrations. So far, member organizations from Belgium, Cameroon, Malaysia, Morocco, Peru and Uruguay have received ISSA Recognition for their work, while a number of other institutions have started the process for recognition.

www.issa.int/excellence

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

VISION ZERO

SAFETY. HEALTH. WELLBEING

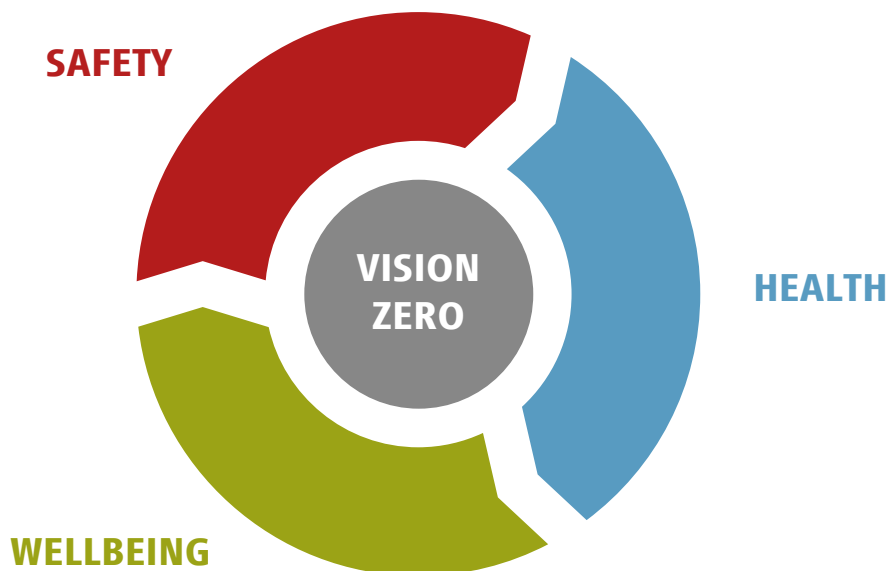
The ISSA launched the first global campaign – Vision Zero – to improve safety, health and wellbeing at work at the XXI World Congress on Safety and Health at Work in Singapore in September 2017.

Vision Zero builds on the understanding that accidents at work and occupational diseases are neither predetermined nor unavoidable – they always have causes. A strong prevention culture can eliminate these causes and prevent work-related accidents, harm and occupational diseases. Applicable to all workplaces, enterprises or industries, the Vision Zero concept is flexible and can adapt to the specific safety, health or wellbeing priorities for prevention in any given context.

Vision Zero has struck a chord globally – more than 2,000 enterprises, organizations and occupational, safety and health trainers have already signed up to the campaign, and national and regional launch events are driving the momentum internationally.

www.visionzero.global

[#VisionZeroGlobal](https://twitter.com/VisionZeroGlobal)



The Vision Zero campaign was officially launched at the XXI World Congress on Safety & Health at Work 2017, in Singapore on 4 September 2017.

7 GOLDEN RULES

The campaign is built around 7 Golden Rules that offer a roadmap to better working conditions and improved competitiveness, as well as helping to lower costs for enterprises, social security systems and society:



1.

Take leadership
– demonstrate
commitment



2.

Identify hazards
– control risks



3.

Define targets
– develop
programmes



4.

**Ensure a safe and
healthy system**
– be well-organized



5.

**Ensure safety and
health in machines,
equipment and
workplaces**



6.

**Improve
qualifications**
– develop
competence



7.

Invest in people
– motivate by
participation

Vision Zero launches

Vision Zero
American launch
Bethesda, MD,
United States
10 May 2018

Vision Zero
European launch
Düsseldorf,
Germany
17 Oct. 2017

Vision Zero
Eurasian launch
Sochi,
Russian Federation
10 Apr. 2018

Vision Zero
Africa launch
Abidjan,
Côte d'Ivoire
26 Apr. 2018

Vision Zero
Global launch
The 2017 World
Congress on Safety
and Health at Work,
Marina Bay Sands,
Singapore
4 Sep. 2017

Vision Zero
Asian launch
Bangkok, Thailand
12 Sep. 2017

REGIONAL SOCIAL SECURITY FORUM FOR AFRICA

From 23 to 25 October 2017, over 400 representatives from more than 40 countries gathered in Addis Ababa, Ethiopia for the Regional Social Security Forum for Africa. The ISSA organized the event at the invitation of the Public Servants Social Security Agency (PSSSA) of Ethiopia.

The Forum highlighted that establishing universal national floors of social protection is an essential element of the Sustainable Development Goals agenda. As a key component of social and economic development strategies, ISSA member organizations in Africa are important actors to help achieve this goal. In some countries, only 1 in 10 have some form of coverage.

Rising to meet the coverage challenge in a context of changing economic, social and labour market conditions implies the development and application of innovative strategies.

The Forum underlined how social security systems in Africa are innovating both to extend coverage and to

improve administration in this challenging context. To share practical knowledge and experience, the Forum's Excellence Day featured presentations and discussions of successful institutional initiatives and good practices. The case studies showed how to tackle administrative challenges in Africa, and looked at how the ISSA Centre for Excellence can serve members.

To meet the varied needs of members, the Forum provided a welcome opportunity to learn more about ISSA services and products, and to network, exchange experiences and learn about good practices.





10 GLOBAL CHALLENGES FOR SOCIAL SECURITY IN AFRICA

The Forum saw the launch of a major new report on the key challenges facing social security in Africa (*10 global challenges for social security – Africa*). ISSA member institutions in Africa were a main information source used to draft the report. Importantly, the ISSA member organizations prioritized in order of importance the challenges in the region. The top five identified challenges for social security in Africa are:

- Closing the coverage gap
- Higher public expectations
- Health and long-term care
- Employment of young workers
- Inequalities across the life course

*“The convergence
of political
commitment,
economic
development
and improved
administration
means that
Africa is tackling
the coverage
challenge more
effectively.”*

Hans-Horst Konkolewsky
ISSA Secretary General



GOOD PRACTICE AWARD

The 2017 ISSA Good Practice Award for Africa went to the National Social Insurance Fund of Cameroon (*Caisse nationale de prévoyance sociale – NSIF*) for putting in place an e-learning system for its staff. The ISSA Good Practice Award goes from strength to strength. On this occasion, there were no less than 70 separate entries to the competition from 30 organizations in 21 African countries.

www.issa.int/rssf-africa2017



REGIONAL SOCIAL SECURITY FORUM FOR THE AMERICAS

From 22 to 24 November 2017, over 215 participants from 25 countries attended the Regional Social Security Forum for the Americas in Montevideo, Uruguay, organized at the invitation of the Social Insurance Bank (*Banco de Previsión Social – BPS*) of Uruguay.

Strategic approaches and innovative measures resulted in progress in extending social security coverage to broader groups of society. The Forum reviewed successful practices in the Americas that involved in particular synergies and complementarities between contributory and non-contributory approaches.

Going forward, social security institutions in the Americas are conscious of the challenges of the emerging digital economy. These new challenges also present opportunities. To grasp these opportunities, ISSA members in the region understand that innovation in the design of social security systems is required to follow the predicted labour market shifts and social transformations.

To share practical knowledge and experience, the Forum's Excellence Day featured parallel session with presentations and discussions of successful institutional initiatives and good practices. The case studies showed how to tackle administrative challenges in the Americas, and looked at how the ISSA Centre for Excellence can serve members.

The Forum provided a key opportunity for our members to learn more about ISSA services and products, to network and to exchange on experiences and good practices.





10 GLOBAL CHALLENGES FOR SOCIAL SECURITY IN THE AMERICAS

The Forum saw the launch of a new report on the key challenges facing social security in the Americas (*10 global challenges for social security – the Americas*). The report included detailed information provided by ISSA member institutions in the region. The responses to the consultation and questionnaire offered key insights into the development of social security in their countries. The ISSA member organizations prioritized in order of importance the challenges in the region. The top five identified challenges for social security in the Americas are:

- Population ageing
- Health and long-term care
- Closing the coverage gap
- The technological transition
- Employment of young workers

“Social security institutions have an essential role to play to make the goal of social security a reality for everybody in the Americas.”

Joachim Breuer
ISSA President



GOOD PRACTICE AWARD

The 2017 ISSA Good Practice Award for the Americas went to the host, the Social Insurance Bank (*Banco de Previsión Social – BPS*), Uruguay, for an innovation that extends social security coverage to workers in the sharing economy. As with other regions, the ISSA Good Practice Award attracted a growing number of ISSA member organizations. In 2017, the competition for the Americas drew 62 entries coming from 21 organizations in 10 countries.

www.issa.int/rssf-americas2017



INTERNATIONAL CONFERENCE ON ICT IN SOCIAL SECURITY

ICT Governance, artificial intelligence, blockchain technology and big data analytics were some of the key topics at the 15th ISSA International Conference on Information and Communication Technology (ICT) in Social Security. The conference was organized by the ISSA and hosted from 18 to 20 April 2018 in Casablanca by the National Social Security Fund (*Caisse nationale de sécurité sociale – CNSS*) of Morocco.

ISSA member institutions are among the biggest managers of ICT worldwide, employing 3 million staff and serving 3 billion people. ICT innovation and development is rapidly changing the way they work and interact with citizens. Key messages from the conference were:

► The future is here

Emerging technologies, such as artificial intelligence, cognitive computing, blockchain technology, big data analytics and e-services with digital identities, are not futuristic concepts. These technologies and solutions are already broadly developed and implemented by social security institutions.

► Strategic leadership

The development, implementation and use of ICT can fundamentally change the way social security institutions operate and serve their clients. Strategic decisions on ICT are therefore increasingly a responsibility for top-level management as is setting-up institutional ICT governance frameworks.

► Data is key

Access to and analysis of data is key to making the best possible use of ICT to improve services to clients. Social security institutions therefore should apply data management practices recommended in the ISSA Guidelines on Information and Communication Technology to store, ensure the quality, analyse and use this data in an effective way.

► Protect critical services and clients' data

Just as data is key, data protection is crucial. Access to data depends on the trust of the users, which means their data has to be protected. Therefore, social security institutions have to ensure the protection of personal data as well as of institutions' services by implementing cybersecurity measures.

► ICT Industry Forum

The conference included an ICT Industry Forum to strengthen the dialogue and understanding between social security institutions and major ICT companies with social security business lines.

► Online community

In order to continue the exchanges and learning between ISSA members as well as with ICT experts, a new LinkedIn Group on ICT in Social Security was launched.

www.issa.int/ict2018



DIGITAL ECONOMY AND INNOVATION

The digital economy and increasing automation are profoundly transforming society and our daily lives. In response to the widening reach of the digital economy and increased automation, national social security institutions continue to adapt their operations. While the pace of transformation varies across regions and countries, this global shift is permanent and irrevocable. Knowledge sharing on innovative responses in this important area is increasingly important.

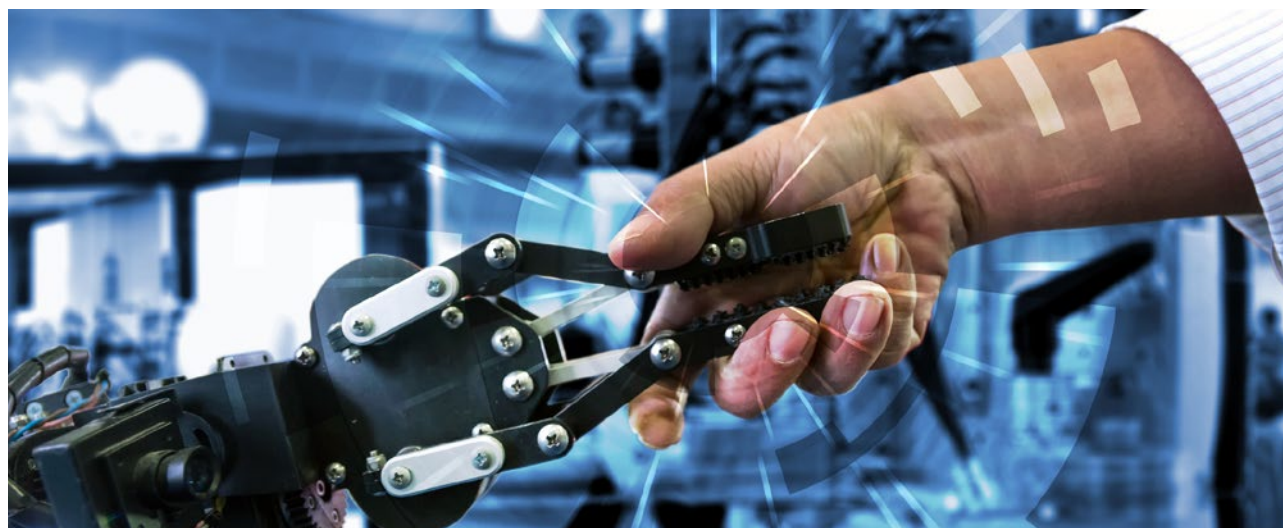
The 15th ISSA International Conference on Information and Communication Technology (ICT) in Social Security, demonstrated how social security organizations across the world are embracing new technologies such as artificial intelligence, machine learning, big data technologies and blockchain; witness the use of automated conversational agents in Saudi Arabia, universal e-identity technology in Estonia, and big data analytics for improved national health services in the Republic of Korea.

The ISSA's Digital Economy and Social Security Observatory enhances understanding of the socio-economic opportunities and challenges that the digital economy and greater automation present to social security administrations. Observatory analysis is informing ISSA members about a broad set of evolving issues such as business processes, delivery models, big data and new risks.

Though we may have around 2 million industrial robots today, this figure could increase to over 11 million by 2030. While such robots can replace workers, they can also create new jobs and improve service possibilities. Social security organizations need to adapt and make the best possible use of this new reality.

The global transformation underway will affect the social and economic security of populations. While important, the emerging digital economy is only one challenging factor that requires innovative responses at a societal level. Other factors are the levels and pace of national economic development, population growth trends and ageing patterns, the sustainable use of natural resources, and the kinds and numbers of jobs available to women and men in the next decades.

www.issa.int/observatory



THE ISSA AROUND THE WORLD

Promoting social security globally

The ISSA promotes the positive impact of social security and the need to maintain and extend coverage through partnerships with international and regional organizations.

International cooperation

Complementing its close collaboration with the International Labour Organization, the ISSA has enhanced its presence at key international fora such as the G20 and the BRICS and taken important steps towards structured cooperation with the OECD, World Health Organization and International Fund for Agricultural Development and signing a cooperation agreement with the World Bank.

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

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Europe

ISSA European Network

Steering Committee chaired by the Social Insurance Institution
Warsaw, Poland

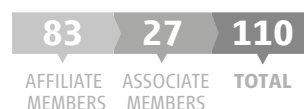
Liaison Office for Eurasia

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

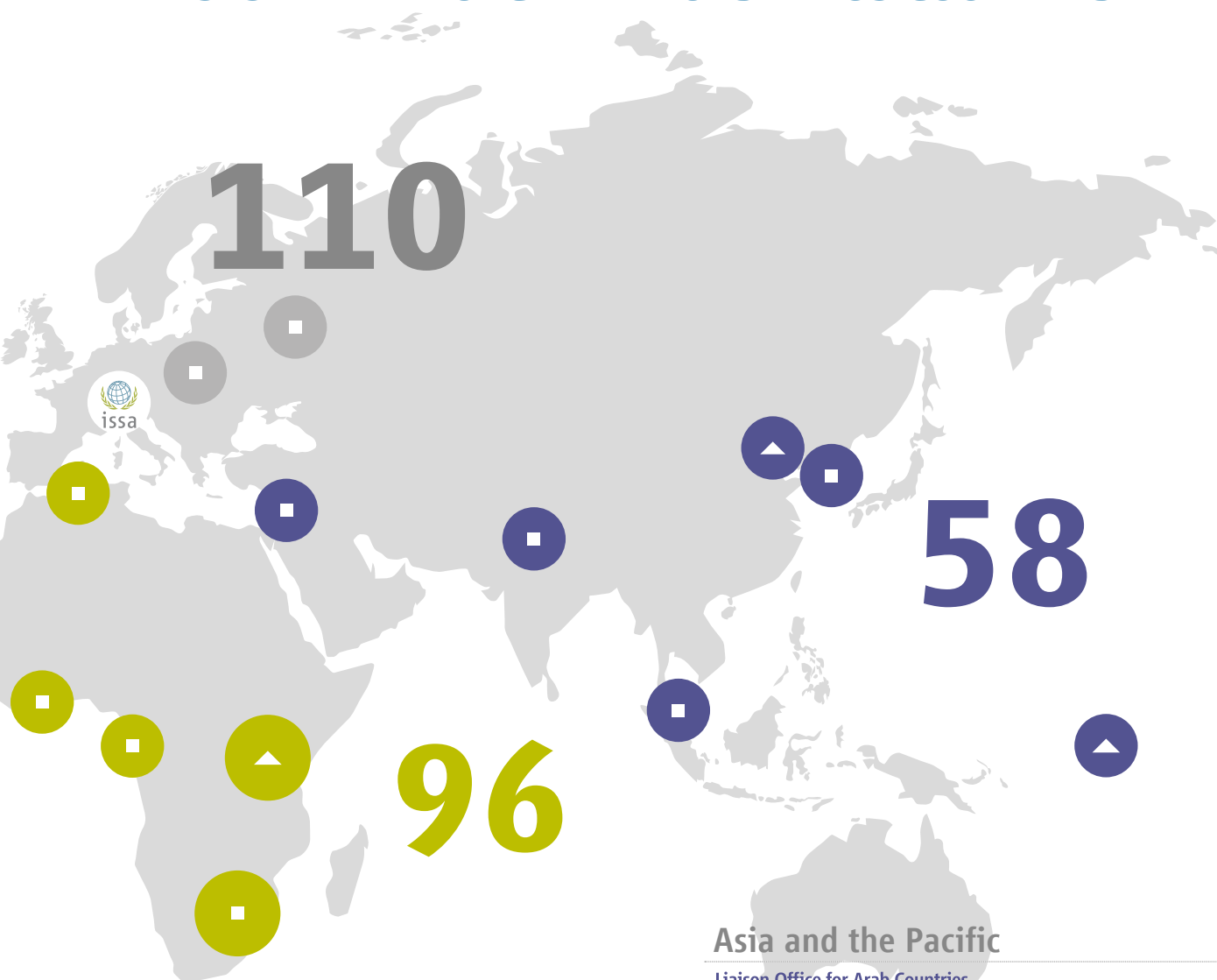
MEMBER INSTITUTIONS



MEMBER INSTITUTIONS



323 MEMBER ORGANIZATIONS IN 153 COUNTRIES



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 Swaziland National Provident Fund
Manzini, Swaziland

Focal Point for East Africa

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

Asia and the 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 Service
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

MEMBER INSTITUTIONS

83 13 96

AFFILIATE MEMBERS ASSOCIATE MEMBERS TOTAL

MEMBER INSTITUTIONS

46 12 58

AFFILIATE MEMBERS ASSOCIATE MEMBERS TOTAL

PUBLICATIONS AND RESOURCES

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





► 10 global challenges for social security – Africa

The report spotlights and ranks in priority ten of the most important global challenges that confront social security systems in Africa. Of note, the coverage gap, meeting public expectations, and access to health and long-term care are cited by the region's ISSA member organizations as the top three challenges. The report equally provides interesting examples of innovative responses by ISSA member institutions to successfully adapt to these and other identified challenges.

Available in English and French.

www.issa.int/10



► 10 global challenges for social security – Americas

The report spotlights and ranks in priority ten of the most important global challenges that confront social security systems in the Americas. Of note, population ageing, access to health and long-term care, and the coverage gap care are cited by the region's ISSA member organizations as the top three challenges. The report equally provides interesting examples of innovative responses by ISSA member institutions to successfully adapt to these and other identified challenges.

Available in English and Spanish.

www.issa.int/10

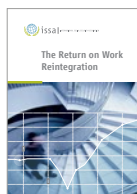


► Reserve Fund Monitor

Social security reserve funds are important: they provide a financial buffer against future demographic changes, smooth cash flows and support sustainability. Many funds are under scrutiny regarding how they are managed, the assets in which they invest, and their investment returns. With good governance indispensable, the ISSA facilitates the exchange of experiences to assist its members to manage their funds. This new report covers the reported performance of funds for the most recent data year, 2016.

Available in English.

www.issa.int/rfm



► The return on work reintegration

What is the global return on the investments directed at medical and vocational rehabilitation measures for injured workers and workers absent on the ground of health? This report uses financial balance sheets for employers, social security systems and society to provide answers to this question. Using three hypothesized scenarios, the estimated cost-benefit ratios demonstrate the large and positive economic potential of investing in work reintegration measures.

Available in English, French, German and Spanish.

www.issa.int/-/the-return-on-work-reintegration



► 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



► Vision Zero: 7 Golden Rules

Accidents at work and occupational diseases are neither predetermined nor unavoidable – they always have causes. By building a strong prevention culture, these causes can be eliminated and work related accidents, harm and occupational diseases be prevented. Vision Zero is a transformational approach to prevention that integrates the three dimensions of safety, health and wellbeing at all levels of work.

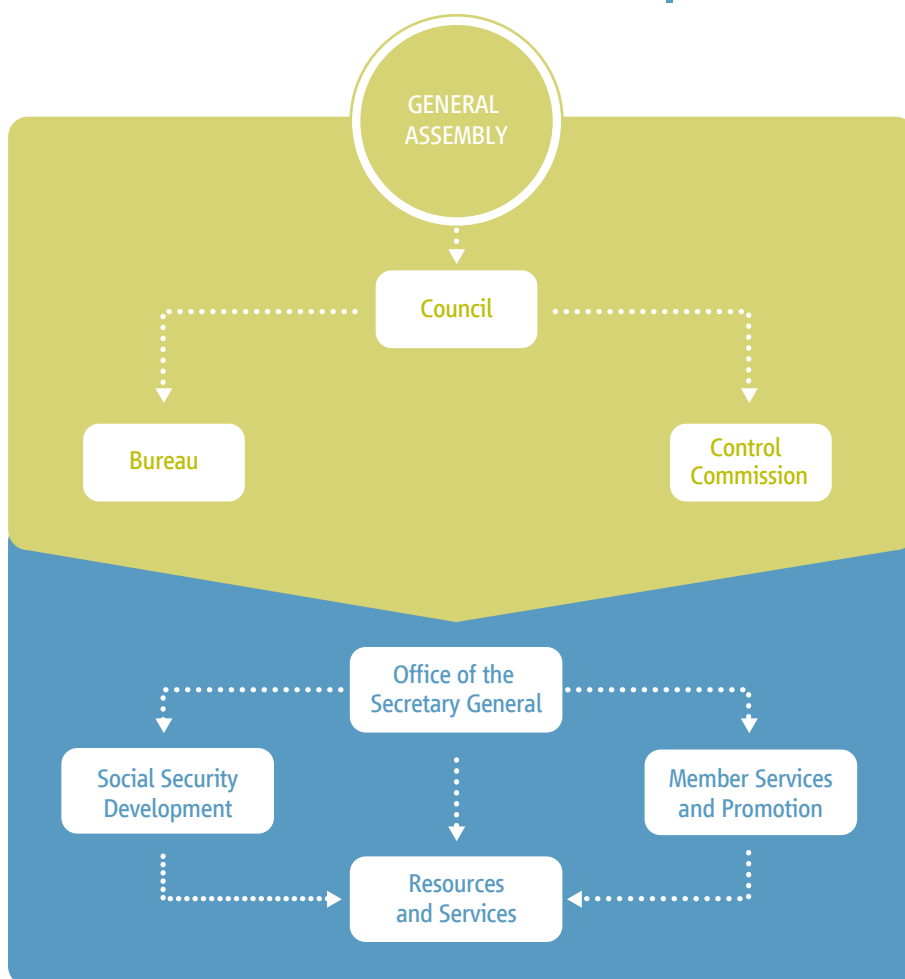
Available in eight languages.

visionzero.global/Guides

ISSA GOVERNANCE AND ORGANIZATIONAL STRUCTURE

GOVERNING BODIES

GENERAL SECRETARIAT



THE ISSA OFFICERS

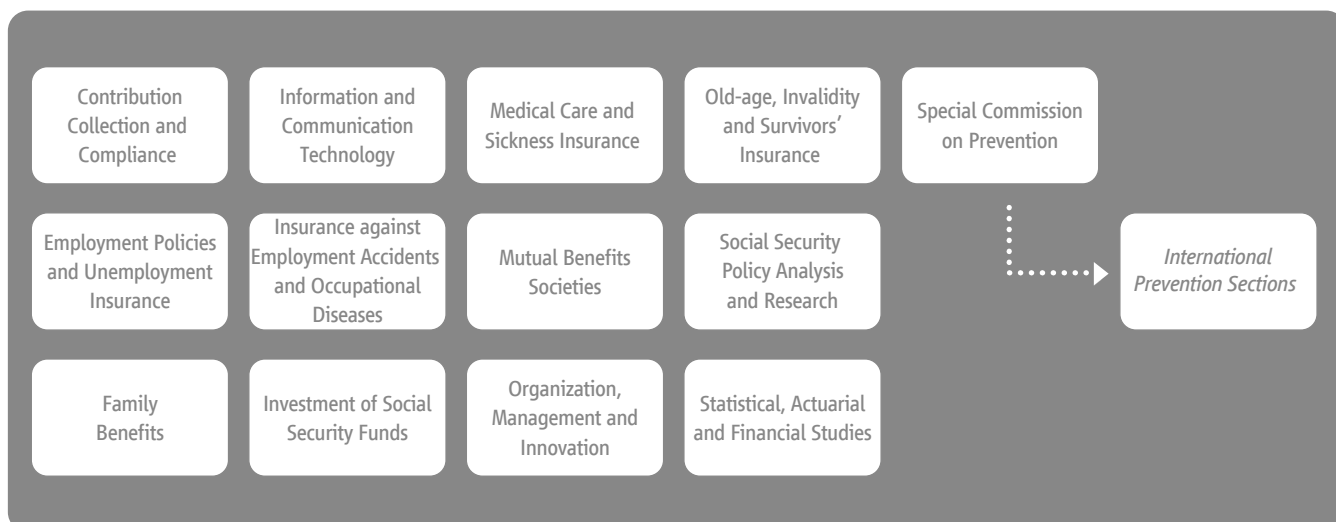
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Vice-President
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Treasurer
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Secretary General
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TECHNICAL COMMISSIONS





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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