



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

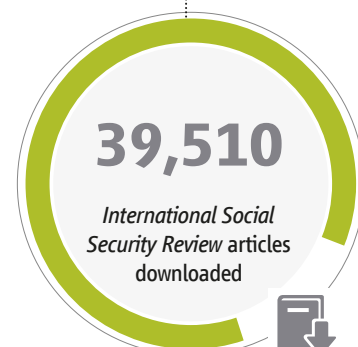
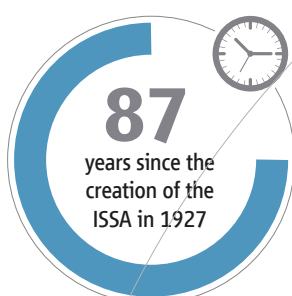
# Annual Review

2013 | 2014



# 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. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 340 member organizations in over 160 countries.



# The ISSA Officers

PRESIDENT

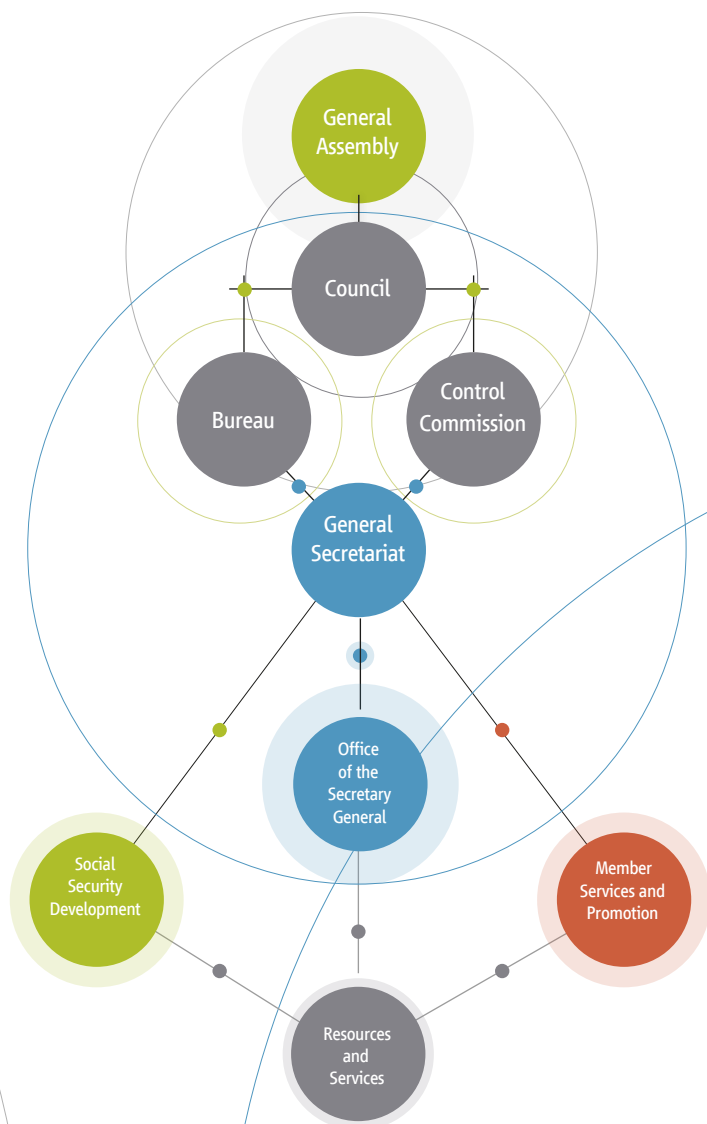
Errol Frank Stoové

TREASURER

Philippe Conus

SECRETARY GENERAL

Hans-Horst Konkolewsky



**340**  
member organizations in  
**160**  
countries  
(December 2013)

**1,902,954**

total visits to the ISSA  
web portal  
(since 2008)

ISSA Guidelines for Social Security  
Administration launched  
**8**

excellence in social security

# The year in review

With the launch of the Centre for Excellence in Social Security Administration, the ISSA has entered an exciting new phase in its history, as the Centre will become the cornerstone of our future programme and services to member institutions.

The objective of the Centre is to focus the Association's resources and activities on our core mandate: to promote and develop social security throughout the world through technical and administrative improvements.

The first, and impressive, result of the Centre is a series of Guidelines covering core areas of social security administration. These, for the first time, offer member organizations internationally recognized professional standards and practical references for the management of their programmes.

We are confident that the ISSA Guidelines, and the range of new and practical support services which the ISSA will introduce progressively over the coming triennium, will enable all member organizations to further improve their governance, performance and service quality.

The launch of the Centre for Excellence was a highlight of the remarkable World Social Security Forum, held in Doha, Qatar, in November 2013. More than 1,000 professionals from all over the world came together in a unique global setting to analyse the major trends and challenges affecting social security systems.

Discussions about new strategic approaches

to optimize the positive role of social security in society, in particular through proactive and preventive social security measures, occupied a central place at the Forum.

The event also made visible the increasing political commitment to safeguard and extend social security systems, based on the growing recognition that social security is indeed a productive investment in societies.

The Forum recognized that, while globally the lack of access to social protection remains a key challenge, this last period has witnessed an unprecedented extension of social security, as hundreds of millions of people have gained access to basic pension and health-care provisions.

Above all, the Forum underscored the critical importance of high-performing administrations as a basis for the effective and sustainable delivery of social security as a key means to achieving social cohesion and economic development.

As this *Annual Review* illustrates, alongside the Centre for Excellence, the ISSA remained active in a wide range of areas: regional outreach, the coordination of global research and analysis projects, and the promotion of



Errol Frank Stoové  
ISSA President



Hans-Horst Konkolewsky  
ISSA Secretary General

a culture of prevention, to cite but a few. The quality and diversity of activities, and the dynamic engagement of members at all levels of our Association, testifies to the power of the ISSA family as a unique community of managers and professionals committed to excellence in social security.

We look forward to a dynamic programmatic triennium 2014–16 for the ISSA, during which we expect other significant innovations and improvements in our activities and services to members, in support of the development of social security worldwide.

We take this opportunity to express our recognition and thanks to all those who have contributed to our achievements during this past year: the Technical Commissions, the hosts of the regional structures, and the ISSA Secretariat staff and management. Our special gratitude goes to the General Retirement and Social Insurance Authority of Qatar for hosting the World Social Security Forum in a truly memorable way.

# The ISSA Centre for Excellence

*The ISSA launches innovative tools and services to support improvements in social security administration*

The ISSA Centre for Excellence is a new, ground-breaking initiative to support good governance, high performance and service quality in social security administration.

Launched at the World Social Security Forum in November 2013, the foundation of the Centre for Excellence is a series of Guidelines for key areas of social security administration, which represent internationally recognized professional standards.

The Guidelines set out what constitutes excellence in a specific area, and are complemented by links to case studies, good practices and other references. Initially, eight areas are covered by the ISSA Guidelines, and additional areas are in preparation.

The Centre for Excellence accompanies member organizations on an improvement cycle, providing tools and services to obtain knowledge, define priorities and implement improvements. For members that successfully implement Guidelines, the ISSA is planning to launch a special recognition programme.

An exclusive web-based platform for ISSA members provides access to the Centre for Excellence, and a Support Centre gives member institutions information and advice during their implementation of Guidelines.

Following the publication of the ISSA Guidelines, which are available in six languages, the ISSA launched a programme of Academy workshops. The workshops provide intensive and practical training opportunities for managers and experts working on the implementation of specific guidelines, organized at the regional level. A high-level diploma course is also in preparation.

The Centre for Excellence will progressively become the cornerstone of the ISSA's activities and services to members, and an outstanding resource of knowledge and good practice for social security managers and administrators worldwide.





## ISSA Guidelines for Social Security Administration

Contribution Collection and Compliance

Good Governance

Information and Communication Technology

Investment of Social Security Funds

Prevention of Occupational Risks

Return to Work and Reintegration

Service Quality

Workplace Health Promotion

# World Social Security Forum

*ISSA members commit to administrative excellence as a key condition for sustainable, efficient and effective social security systems*

The World Social Security Forum was a landmark event for the ISSA and for social security, providing an exclusive platform for more than 1,000 social security professionals and policy-makers from 127 countries to share knowledge, recognize good practices and identify successful strategies for social security.

The participants at the World Social Security Forum, which took place in Doha, Qatar, 10 to 15 November 2013, recognized that social security is experiencing a period of accelerated transformation, and committed their institutions to a vision of excellence.

The programme included 59 sessions and 152 speakers on diverse topics, from extension of coverage to the introduction of new ISSA Guidelines for core areas of social security administration. The Forum was held at the invitation of the General Retirement and Social Insurance Authority of Qatar.

## Developments and trends in social security

The ISSA global developments and trends report presented at the Forum illustrated how improved administrative performance and innovative approaches are allowing social security systems to deliver better services and extend coverage to the benefit of millions of people, despite increasingly complex economic, social and fiscal contexts.

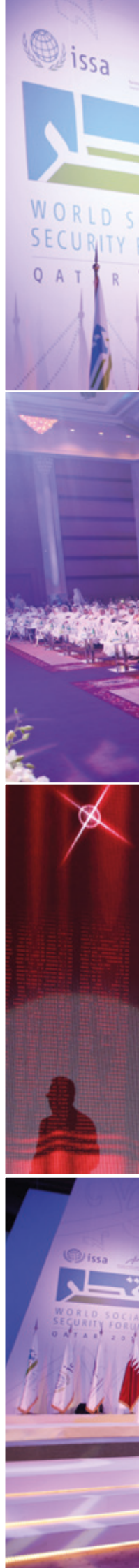
The report notably stated that the recent period has been marked by rapid progress to extend access to social security benefits and health care, for example in Africa, Latin America and most notably in Asia, often aimed at building a minimum level of social protection.

Across all regions, higher administrative performance – in the pursuit of excellence – is facilitating the realization of common aims, such as tackling the worst forms of poverty, removing barriers to health care, improving labour market participation rates, and better managing the financial challenges associated with demographic ageing.

In the face of immediate and long-term challenges, the report points to evidence that social security administrations are transforming their ability to deliver high-quality services to more people at less cost.

## The journey to excellence

A highlight of the Forum was the launch of the ISSA Centre for Excellence in Social Security Administration and a series of eight professional guidelines for social security administration. These represent a ground-breaking innovation for the ISSA, and a resource to promote excellence in social security administration.





Pioneering Swiss explorer Bertrand Piccard, renowned for his record-setting balloon flight around the world and for his innovative Solar Impulse airplane, opened the Centre for Excellence session with a thought-provoking presentation that invited Forum delegates to dare to “drop ballast” and be open, personally and institutionally, to new horizons.

Developed expressly to meet the professional needs of senior social security administrators, the Centre offers a powerful set of tools to provide technical support and capacity-building services to ISSA member organizations.

#### ISSA Award for Outstanding Achievement

During the Forum, the ISSA recognized the Government of Brazil with its first “Award for Outstanding Achievement in Social Security” for the pioneering *Bolsa Família* poverty-reduction programme. The decision to present this Award coincided with the tenth anniversary of the *Bolsa Família*.

The ISSA Award for Outstanding Achievement in Social Security is attributed every three years by the ISSA leadership to an institution or programme that has made an outstanding contribution to the promotion and development of social security at the national or international level.

#### Proactive and preventive approaches, shaping the future

Discussions during the Forum underlined that social security has widened its philosophy and its practical tools, increasingly offering proactive and preventive measures. Earlier interventions to anticipate and reduce risks are supporting improvements in health and well-being, economic activity and strengthening the sustainability of social security programmes.

# World Social Security Forum





## A paradigm shift for social security

The Forum recognized that the global centre of gravity in social security development is shifting, and that the past two decades have witnessed major developments and significant extension of coverage in emerging economies, with the BRICS countries leading in many fields.

The Forum underscored the “paradigm shift” that is underway in the form and scope of social security, with a growing political consensus on the necessity to provide all people with adequate social protection, a shift to a more holistic view of social security that englobes protective, proactive and preventive approaches, and recognition that social security is an investment and not a cost.

At the World Social Security Summit, ministers and representatives of international organizations concluded the Forum with an expression of measured optimism, that social security enjoys increased international political commitment, and, despite austerity measures in many countries, is recognized as an essential factor of social solidarity and a condition of social justice.

# Social security and global megatrends

*Social security systems can anticipate and influence global trends affecting societies and economies*

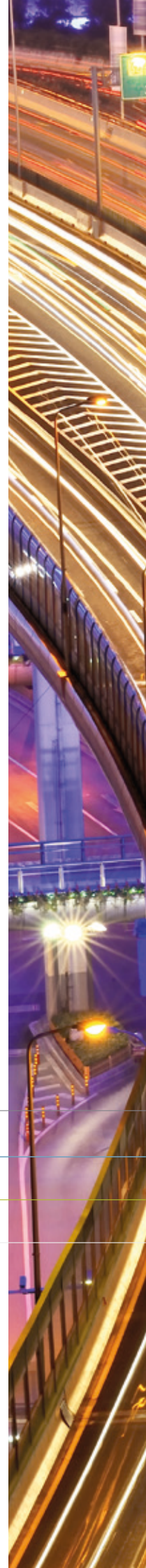
Social security systems exist to respond to life-cycle risks, but the nature and magnitude of these risks will change over time depending on the evolution of economic, social, demographic and environmental trends. The ISSA is analysing how these external factors – or megatrends – will impact social security systems over the coming decades, and how social security can anticipate and mitigate their impacts on society.

Social security is directly influenced by a rapidly changing labour market, which is increasingly characterized by shorter working careers, large informal sectors and vulnerable jobs. Growing youth unemployment and labour migration, combined with increased education levels and evolving female participation rates in the workforce, represent long-term and complex challenges for administrations. While these challenges are shared across all regions, regional variations reflect demographic, economic and societal differences.

A number of areas where social security could innovatively address the impacts of these trends have been identified. For example, pressures on the workforce due to population ageing will require incentives to support the recruitment, retention and training of older workers, as well as redesigning pension systems to ensure adequate coverage for a

diverse working population. Practical responses to reach the growing numbers of migrant workers include more targeted communication efforts and adapting benefits and service delivery for informal-economy workers.

Other megatrends which are being studied include climate change, demographic trends, and how societal transformations will impact social security over the long term, and these topics are included on the agenda of the ISSA International Research Conference in late 2014. With this policy and research programme, the ISSA aims to identify dynamic and proactive social security measures that member organizations can take to reduce the potentially negative effects of such trends.





## Megatrends in the labour market

Global megatrends in the labour market and social security responses

Unemployment, particularly youth unemployment

Proactive and tailored approaches to address the issues of youth and long-term unemployment

Work with employers to create appropriate incentives

Stubbornly large informal economy

Innovative approaches to benefits and delivery

Tailored communication to improve perceived value of social security

Larger migrant flows

Administrative coordination and use of ICT to improve communication

Multilateral and bilateral agreements

Increased service sector employment

Proactive and preventive healthy workplace measures

Change in disability benefits to reflect different nature of beneficiaries

Fragmented careers

Flexible benefits

Ageing workforce

Active support for senior workers

Enabling of part-time and flexible work

Improving female participation rates

Tailored and flexible benefits and services

Employer information and incentives

# Extension of social security coverage

*ISSA initiatives focus on providing social security to vulnerable groups, including the self-employed, migrants and domestic workers*

Effective extension of social security coverage requires measures to address the administrative and policy challenges in covering specific population groups. These difficult-to-cover groups include the non-agricultural self-employed, migrants, domestic workers and employees in agriculture and fishing.

The ISSA has highlighted a range of measures to address the specific situation and needs of these groups of workers.

It is estimated that there are over a billion internal and international migrant workers, and the growing number of bilateral and multilateral agreements confirms that many institutions are addressing the practical implications of this increasing flow.

To integrate migrant workers in social security schemes, effective approaches include greater flexibility in eligibility conditions and contribution calculation, access to information in multiple languages, coordination between home and host country social security institutions and tailored benefits.

For self-employed workers, who often have variable incomes and greater uncertainty regarding their employment prospects, administrative approaches can include improving access, providing more tailored information, redefining the base of benefit calculation and innovative approaches to financing benefits.

## **Practical resources to promote coverage**

As a practical resource for social security administrations to promote the extension of social security coverage, the ISSA has produced two handbooks on the extension of social security, which identify key barriers to extending and improving coverage for the self-employed and migrant workers respectively, and measures to address them.

The ISSA also continued its analysis of developments in the BRICS countries – Brazil, Russian Federation, India, China and South Africa. Together, these countries remain global leaders in the extension of social security coverage. Further stages of the project will reinforce exchange and cooperation in several areas, including information and communication technology, improvement of frontline service networks, and the extension of social security coverage to difficult-to-cover groups.





## PREVENTION

# Safety, health and well-being at work

*The ISSA is promoting a holistic culture of prevention*

Occupational safety and health has long been a central concern for social security systems. Each year, an estimated 2.3 million people die at work, and 160 million new cases of occupational illnesses are reported.

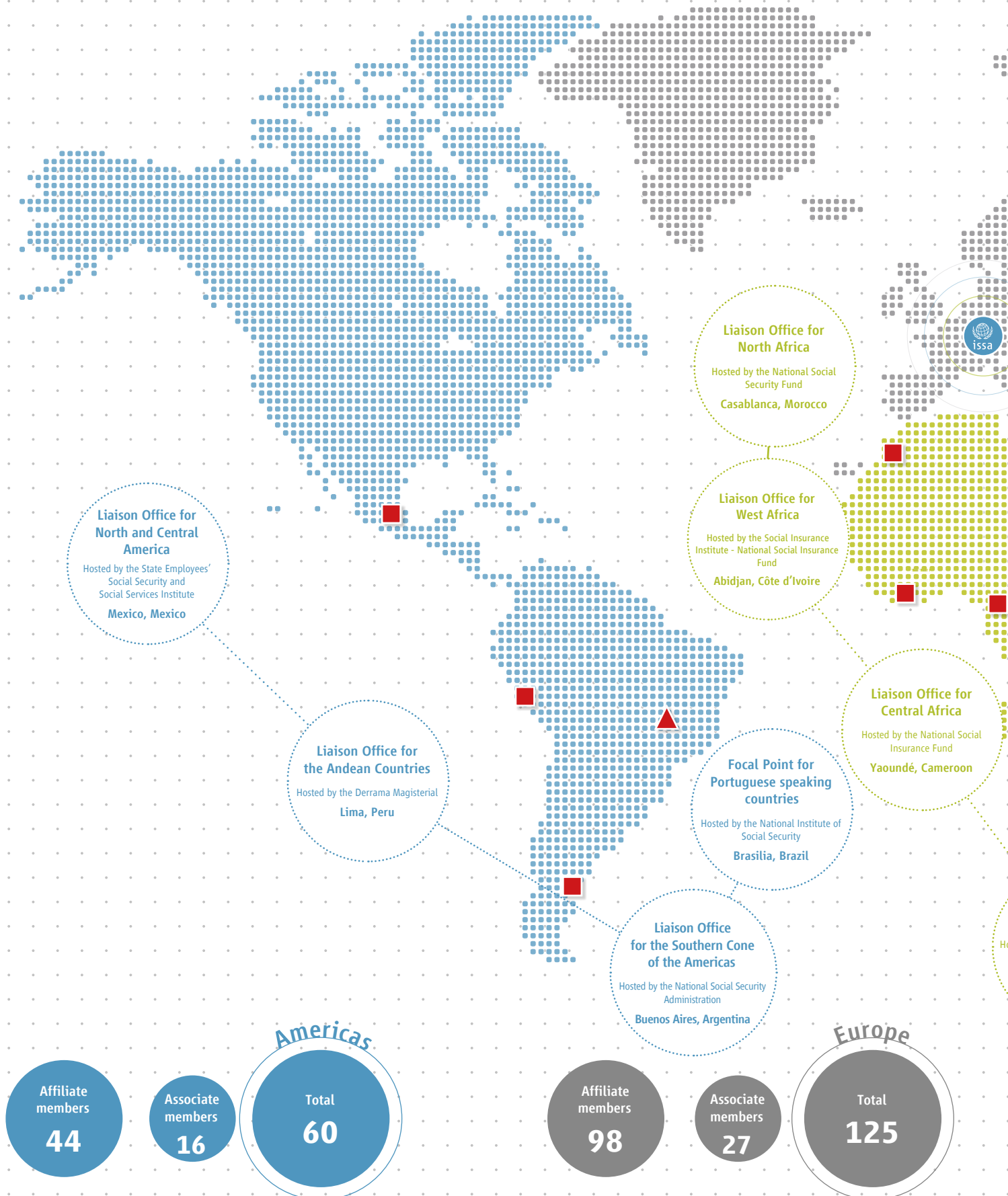
In a context of globalization and a changing work environment, the working population faces a multitude of work and non-work related health challenges. Globalization is accompanied by a growth in informal employment and increased migration flows, exposing many workers to higher risks. Psychosocial and ergonomic issues, as well as risks associated with new technologies, are a source of special concern, as these risks account for a growing proportion of absenteeism and long-term disability.

Increasingly, a holistic approach to the health and well-being of the person must be the focus of social security strategies, as the distinction between work life and private life becomes more fluid. Prevention can no longer be understood as only risk prevention, but also as health promotion and reintegration. These new approaches can only be successful if a global culture of prevention can be nurtured, in which all societal actors play a role to protect, maintain or restore the health of the worker.

The ISSA develops its strategy through its Special Commission on Prevention and its 13 international prevention sections, which represent a unique expert network on the prevention of work-related accidents and health problems in all sectors of industry. In August 2014, the ISSA, together with the ILO and the German Social Accident Insurance (DGUV), is co-organizing the XX World Congress for Safety and Health at Work in Frankfurt, Germany, and will promote this new strategic concept in which social security plays a decisive role.

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

# The ISSA around the world



92

60

63

125

AFRICA

AMERICAS

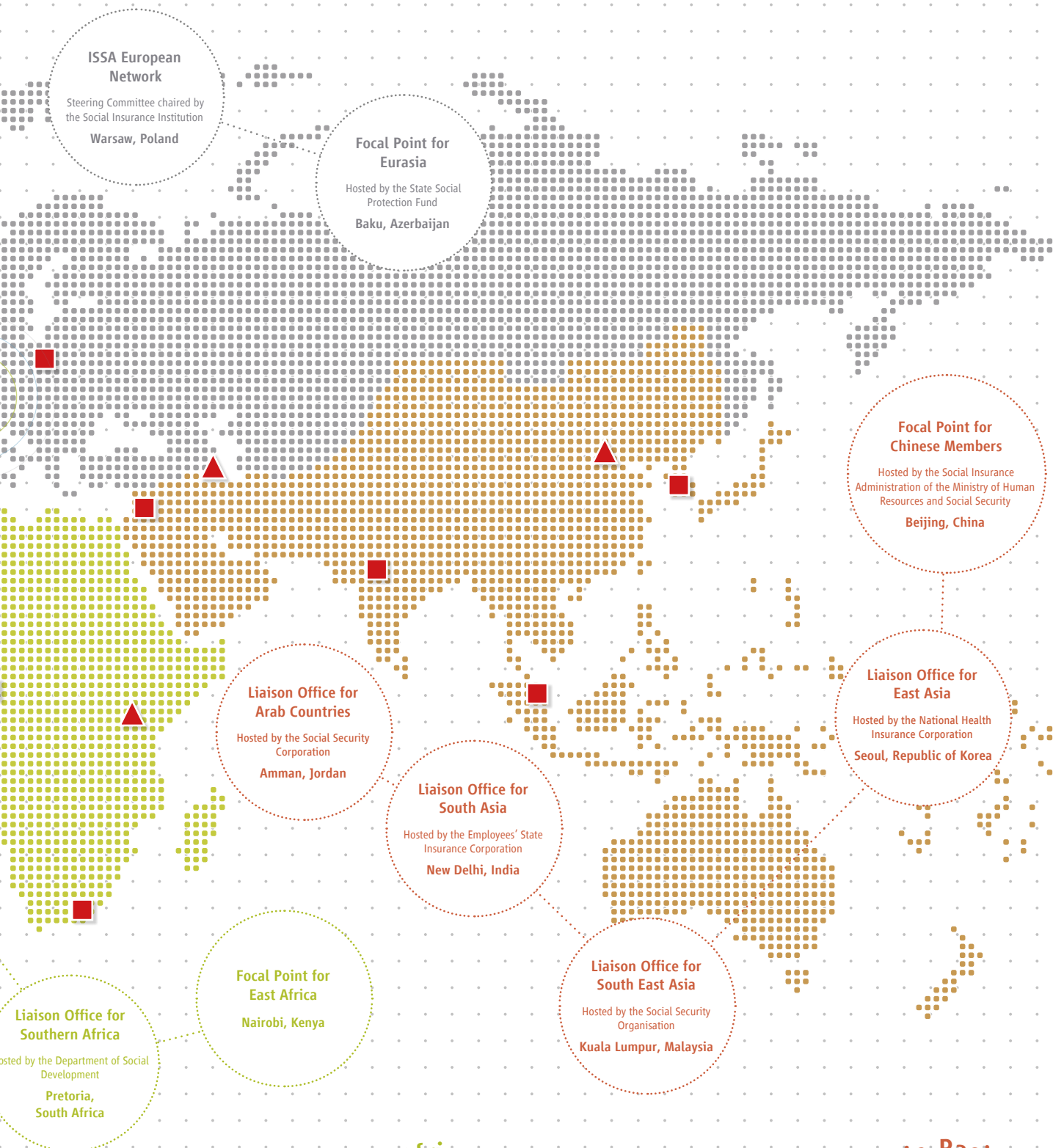
ASIA-PACIFIC

EUROPE

## ISSA member organizations

(December 2013)

340



Africa

Affiliate members

80

Associate members

12

Total

92

Affiliate members

47

Associate members

16

Total

63

Asia-Pacific

# Knowledge for social security excellence

## The ISSA web portal

The new ISSA web portal, launched in December 2013, provides comprehensive information, news, data and analysis on social security developments 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.

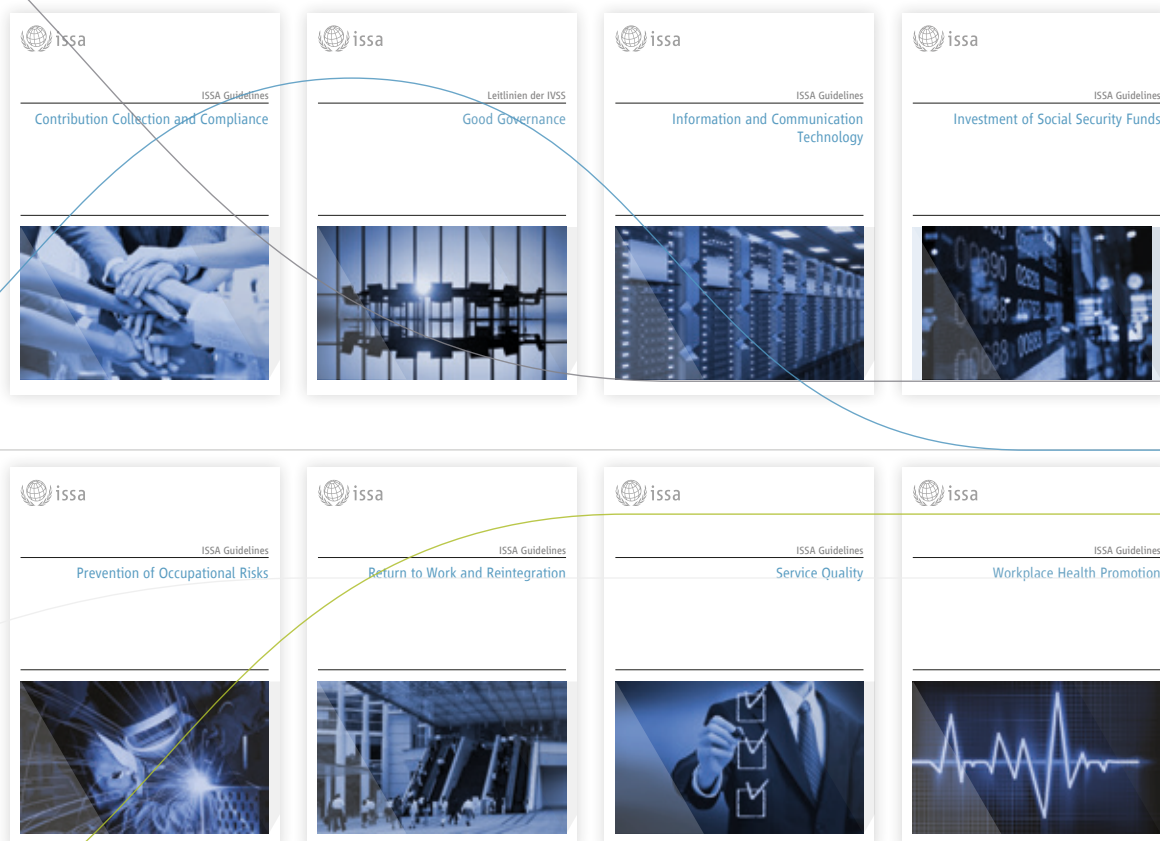
[www.issa.int](http://www.issa.int)



## ISSA Guidelines for Social Security Administration

The ISSA Guidelines bring together internationally recognized professional standards on what constitutes excellence within a specific administrative area. The Guidelines cover priority areas of social security administration.

*Available in English, Arabic, French, German, Russian and Spanish*



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

## 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](http://www.issa.int/SSPTW)

## Developments and trends in social security

The reports in this series identify, synthesize and analyse the most important recent developments and trends in social security at the global and regional level. The reports identify the key challenges facing social security in each region, using extensive data and concrete examples collected by the ISSA Secretariat.

Available in English. Other language versions vary according to the region



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

## 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.

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 Arabic, Chinese, English, French, German, Portuguese, Russian and Spanish



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

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

**ISSA General Secretariat**

4 route des Morillons  
Case postale 1  
CH-1211 Geneva 22  
T: +41 22 799 66 17  
F: +41 22 799 85 09  
E: [issa@ilo.org](mailto:issa@ilo.org)  
**[www.issa.int](http://www.issa.int)**

For information on joining the ISSA:  
**[www.issa.int/join](http://www.issa.int/join)**



© ISSA 2014  
ISBN 978-92-843-1211-5

Photos: ISSA; shutterstock; iStockphoto;  
World Bank Photo Collection;  
United Nations Development Programme

