

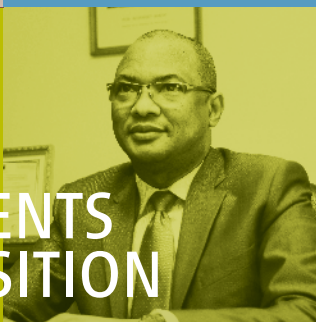


2018/19

ANNUAL REVIEW



ACHIEVEMENTS
AND TRANSITION



A NEW ERA FOR THE ISSA



MISSION ISSA

Promoting social security worldwide

The International Social Security Association (ISSA) is the world's leading international organization for social security institutions and government departments.

The ISSA promotes excellence in social security through offering its member institutions professional guidelines and capacity building as part of its Centre for Excellence, proposing innovative solutions to address key social security challenges, sharing unique international data as well as organizing high-level regional and global events.

Supporting its member institutions 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 (ILO).

2018/19



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**Professor Dr
Joachim BREUER**
ISSA President
J. Breuer

MESSAGE FROM THE PRESIDENT

Achievements and transition

Social security transforms lives and helps shape societies. We are faced with many challenges – social, economic and technological – making social security more important than ever.

This has been a year of achievements and transition for the International Social Security Association (ISSA). We have promoted excellence in social security through our events, publications, products and services. We have signed agreements with international partners such as the International Telecommunication Union, Rehabilitation International, the International Fund for Agricultural Development, and the European Healthcare Fraud & Corruption Network and the Inter-American Conference on Social Security. And we have increased our international visibility through participation in key global gatherings such as the G20 Employment Ministerial Meeting in Argentina, the BRICS Labour and Employment Ministers Meeting in South Africa, and our close collaboration with the International Labour Organization (ILO).

**Together, we are a powerful
voice advocating the
importance of social security
in society.**

In terms of transition, we are pleased that the new Secretary General, Mr Marcelo Abi-Ramia Caetano from Brazil, has been given a strong mandate by the ISSA members. Mr Caetano took over from Hans-Horst Konkolewsky on 1 February 2019. Already in August 2018, we welcomed Ms Milka Mungunda from Namibia as the new Vice President.

As a community of members, the ISSA continues to serve its global membership of more than 320 social security institutions and government departments. Together, we are a powerful voice advocating the importance of social security in society. With a reach that is both local and global, we learn from each other, share good practices, promote excellence and innovate to meet current and emerging challenges.

The Association makes a vital contribution to sustaining social security in a context of rapidly evolving labour markets, technological and demographic shifts, and new risks and challenges. It is also an important player to help achieve the Sustainable Development Goal on Universal Social Protection by 2030. We know that less than half of the world's population has adequate social security protection. We also know that we must reinforce our efforts to protect people, to sustainably extend social security. ■

INTERVIEW

The new Secretary General

Marcelo Abi-Ramia Caetano

On 1 February 2019, Mr Marcelo Abi-Ramia Caetano from Brazil took over as Secretary General of the International Social Security Association. In this interview, he speaks about his background and his ambitions for the ISSA.



Geneva, 7 December 2018 – The 37th Session of the Council of the ISSA elected Mr Marcelo Abi-Ramia Caetano as the Secretary General of the ISSA.

First of all, why did you want to become the ISSA Secretary General?

Social security is a necessary condition for social cohesion and economic development, and has a direct, positive impact on people's lives. Working for and with the social security institutions that deliver social security protection to 3 billion people every day is a great inspiration and a real privilege. After focusing my efforts for many years on improving different aspects of social

security in Brazil, I am now pleased to be able to use my experience at the international level.

What is your background and what previous experience have you had with the ISSA?

I have spent most of my professional life dedicated to social security research and policy. My last function was as Secretary for Social Security in Brazil. I have had many interactions with the ISSA, including participating in conferences

and workshops, and my experience of these has always been positive.

How have your first months been?

The ISSA community has welcomed me warmly. The Regional Social Security Forum in Azerbaijan stands out already as a highlight and we are working closely with the Belgian hosts to prepare the World Social Security Forum later this year. I am very excited about this start, and I look forward to the remainder of 2019.

How do you see the ISSA evolving under your leadership?

First of all, we need to strengthen our product and service portfolio and tailor these to our members' needs. Second, we need to become an even stronger voice for social security in a rapidly changing world. Finally, we need to strengthen and consolidate our governance and financing.

How do you see the role of social security in the future?

I believe that in the context of rapid change and new risks, the importance of social security for people, societies and economies will further

increase. Changing labour markets, informal employment, ageing societies, technological innovation and other developments challenge our existing systems. At the same time we need to do more to extend coverage. We know what the challenges are, and it is our task to step up efforts to identify and share innovative and effective solutions. No country can do this alone, and I believe the ISSA's international role will continue to grow in the future. ■

New Vice President

Ms Milka Mungunda was elected Vice President of the ISSA in August 2018, at the 116th Meeting of the ISSA Bureau. She currently serves as Executive Officer of the Social Security Commission (SSC) of Namibia.



INTERVIEW

The role of the regional offices

Seventeen regional structures facilitate contacts with and between ISSA members in the region, organize and host ISSA events, and represent the ISSA at external events.



Regional Officer for Western Africa, Mr Amed Bamba.

The Regional Liaison Officer for Western Africa, Mr Amed Bamba, answered three questions.

How do you see the role of the Regional Liaison Officer?

The Regional Liaison Officer plays a key role in the conduct and success of ISSA activities. The ISSA Liaison Office for West Africa is hosted by the Social Insurance Institute-National Social Insurance Fund (*Institut de prévoyance sociale – Caisse nationale de prévoyance sociale – IPS-CNPS*) of Côte d'Ivoire and we work with around 30 ISSA members from 15 countries. We promote and organize ISSA activities and events, and promote the ISSA products and services.

What have been your main activities during the past year?

In the last year, we organized a technical seminar on extending coverage in Conakry, Guinea,

and two Academy workshops, on Occupational Risk Prevention in Abidjan, Côte d'Ivoire and on Good Governance in Banjul, Gambia. This enabled exchanges of good practices between members, and attracted new organizations to the ISSA. We also launched the Vision Zero campaign for Africa, and I participated in regional meetings to promote the ISSA and to share experiences with members.

How can the ISSA's outreach in the region be further improved?

Most member institutions in the region have reached a degree of maturity in their functioning, and we need to focus on advisory and research mechanisms, in order to further strengthen ISSA products and services for members. In addition, we need to see how we can attract even more institutions to join the ISSA. ■

New ISSA members in 2018

- Actuarial Society of Bangladesh
- National Pension Fund, Benin
- Employees Trust Fund, Brunei Darussalam
- FADOQ Network, Canada
- Workplace Safety and Insurance Board, Canada
- National Social Security Fund, Democratic Republic of Congo
- Superintendence of Pensions, Dominican Republic
- Social Benefits Fund of Wallis and Futuna Islands, France
- Workers Compensation Fund, United Republic of Tanzania
- National Sickness Insurance Institute, Togo
- Abu Dhabi Retirement Pensions and Benefits Fund, United Arab Emirates

The ISSA around the world

321
**member
institutions in
156 countries**



ISSA regional structures

The ISSA has 17 regional structures around the world, each hosted by an ISSA member institution with a dedicated Regional Liaison Officer. ■

- **3 billion people covered**
- **6 trillion dollars of funds**
- **3 million employees**

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

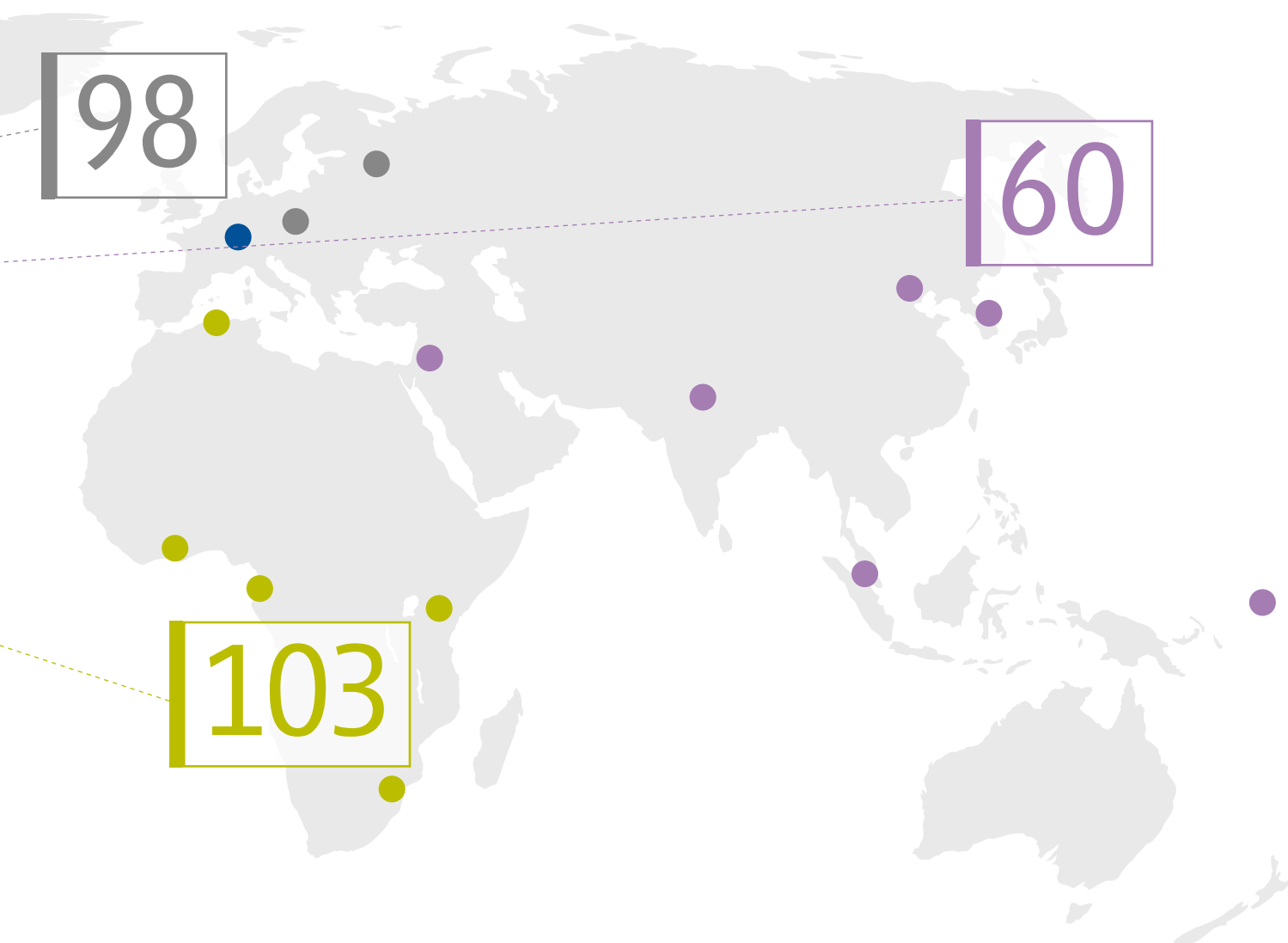
Focal Point for Portuguese speaking countries
Hosted by the National Institute of Social Security
Brasilia, Brazil

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

ISSA General Secretariat
Geneva, Switzerland



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 Eswatini National Provident Fund
Manzini, Eswatini

Focal Point for East Africa

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

Asia and the Pacific

Liaison Office for the 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

ISSA activities

In 2018/19, the ISSA organized 30 events gathering 237 member institutions and 2,224 participants.

Main events

Key partnerships

TC Forum – 12th ISSA Forum for Technical Commissions, Geneva, Switzerland, 27–28 August 2018.

RSSF Asia and the Pacific – Regional Social Security Forum for Asia and the Pacific, Kuala Lumpur, Malaysia, 2–4 October 2018.

ACT2018 – 19th ISSA International Conference of Social Security Actuaries, Statisticians and Investment Specialists, Kuwait City, Kuwait, 6–8 November 2018.

August 2018

September 2018

October 2018

November 2018

December 2018

January

ITU – The ISSA entered an agreement with the International Telecommunication Union (ITU) on ICT and cybersecurity.

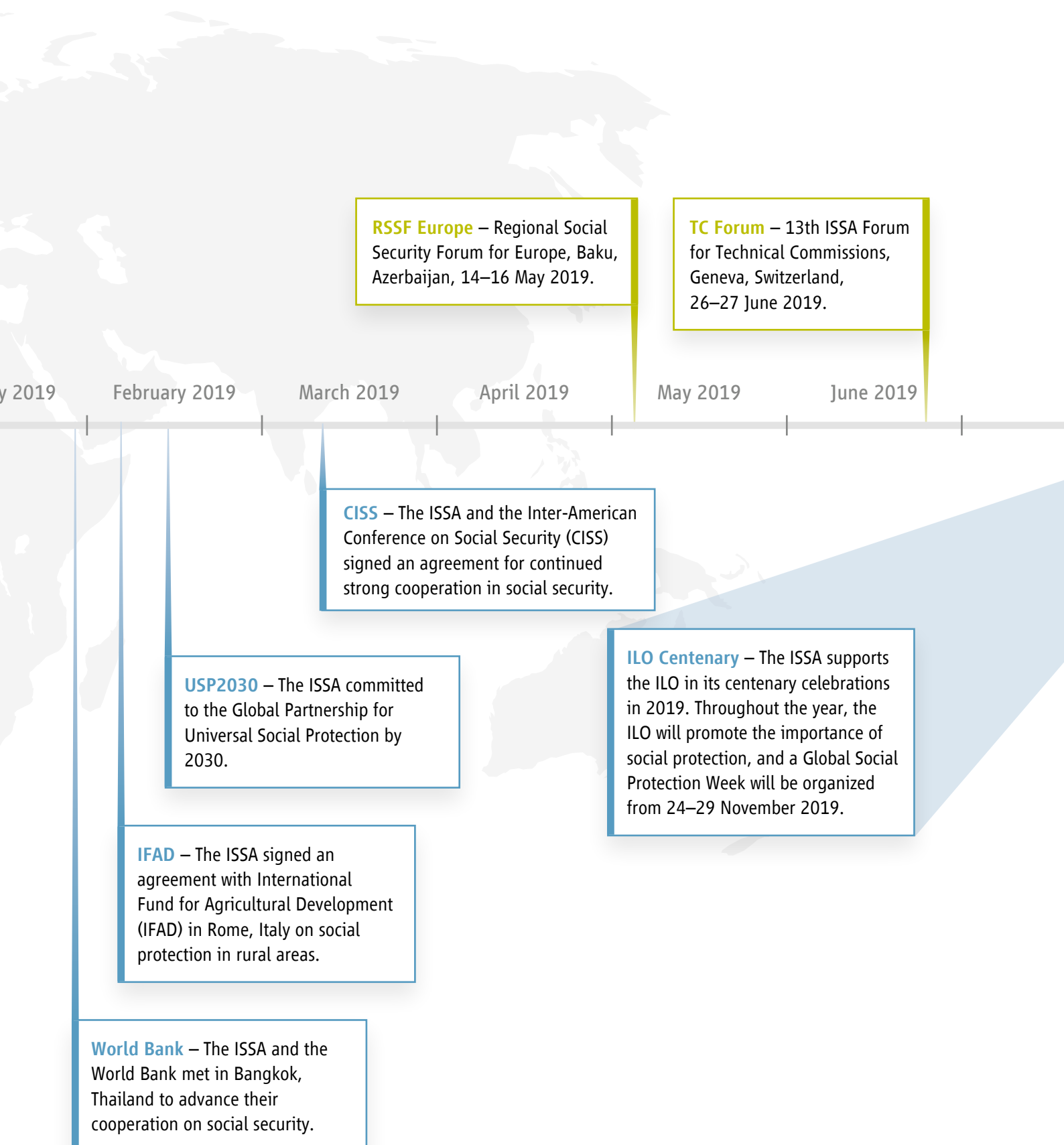
EHFNC – The ISSA agreed on collaboration with the European Healthcare Fraud & Corruption Network (EHCFN) to address error, evasion and fraud.

G20 – The ISSA President, Prof. Dr Joachim Breuer, contributed to the G20 Employment Ministerial meeting on the future of work and employment in Mendoza, Argentina.

RI Global – The ISSA signed an agreement with Rehabilitation International (RI Global).

BRICS countries – The ministers of labour and employment of Brazil, Russia, India, China and South Africa (BRICS) endorsed a Virtual Liaison Office hosted by the ISSA in collaboration with the International Labour Organization (ILO).

ILO – The Director-General of the International Labour Office, Mr Guy Ryder, addressed the ISSA Bureau, highlighting the close historical collaboration between the ILO and the ISSA in working to realize social justice and decent work.



REGIONAL SOCIAL SECURITY FORUM FOR ASIA AND THE PACIFIC

Innovation for coverage extension

Kuala Lumpur, Malaysia, 2–4 October 2018

400
participants

75
institutions

35
countries

Hosted by the Social Security Organisation (Pertubuhan Keselamatan Sosial – PERKESO) of Malaysia.

Innovative solutions to further extend social security and strengthen its social impacts were key issues discussed at the ISSA Regional Social Security Forum (RSSF) for Asia and the Pacific.

The global commitment to universal social protection reflected in the United Nations Sustainable Development Goals for 2030 is being pursued with dynamism in Asia and the Pacific. The objective is to ensure that coverage rates continue to grow rapidly beyond the 39 per cent of people in the region who currently have access to at least one social protection benefit.

The RSSF was a unique opportunity to take stock and share what works.

At the Forum, the ISSA released its report on *10 Global Challenges for Social Security – Asia and the Pacific*. Closing the coverage gap was ranked as the top challenge, with many countries

taking important steps to increase coverage. Indonesia is extending access to health care, work injury benefits and pensions, while Malaysia is strengthening social security for self-employed workers, including taxi drivers, using digital platforms. Similar steps have been taken in Viet Nam and the Philippines.

The second highest ranked challenge was health and long-term care. Importantly, the region must meet a double challenge of extending coverage and preparing social security systems for a rapidly ageing society.



How to reach universal social security protection in the region was discussed by high-level participants during the Social Security Summit at the RSSF for Asia and the Pacific.



ISSA members could exchange on good practices in social security through a number of parallel sessions.

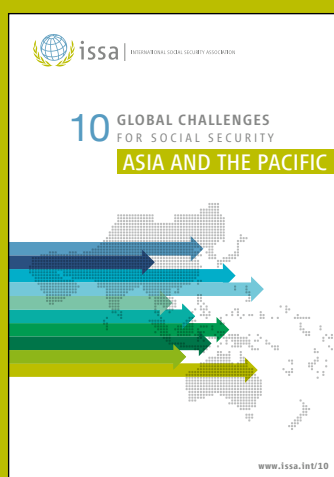
Technology: challenges and solutions

By making use of new information and communication technology, social security institutions can help address the coverage gap, health and long-term care needs and other challenges.

The RSSF was an opportunity to see good practices implemented by ISSA members, such as mobile services in social security in the Islamic Republic of Iran, and automation of procedures and correspondence systems in Kuwait. ■

Ten global challenges for social security in Asia and the Pacific

1. Closing the coverage gap
2. Health and long-term care
3. The technological transition
4. Higher public expectations
5. Population ageing
6. Labour markets and the digital economy
7. Employment of young workers
8. Inequalities across the life course
9. New risks, shocks and extreme events
10. Protection of migrant workers



Good Practice Award

One-stop services in social security

The National Pension Service of the Republic of Korea (NPS) received the ISSA Good Practice Award for Asia and the Pacific for its one-stop service system.

"Winning the ISSA Good Practice Award for our one-stop services is a great honour, and demonstrates that our efforts to simplify and streamline services to our customers has been a success."

— Kim Sung-joo*



Knowing how and where to access different social security institutions and services can be complicated. The citizen may feel in the absence of a clear access point.

4 in 1

In the Republic of Korea, the Social Insurance Information Center was established to address this challenge. It allows citizens to access four benefit programmes – pensions,

health, employment and workers' compensation schemes – by visiting any single website or office of the three administering organizations.

In recognition of this, the National Pension Service received the ISSA Good Practice Award at the Regional Social Security Forum for Asia and the Pacific, organized in Kuala Lumpur, Malaysia in October 2018. ■

* CEO and Chairman,
National Pension Service
of the Republic of Korea.

Best of 76 entries

The NPS of the Republic of Korea won the 2018 award against stiff competition from a total of 76 entries from 20 member institutions in 15 countries. The following member institutions received Certificates of Merit with a Special Mention:

China

Ministry of Human Resources and Social Security

Indonesia

Social Security Administering Body for the Health Sector

Republic of Korea

Korea Occupational Safety and Health Agency; Korea Workers' Compensation & Welfare Service; National Health Insurance Service; National Pension Service

Oman

Public Authority for Social Insurance

Saudi Arabia

General Organization for Social Insurance

Singapore

Ministry of Manpower

Thailand

Social Security Office

Viet Nam

Vietnam Social Security

ACT2018 INTERNATIONAL CONFERENCE

A world in transformation: Strengthening social security systems

Kuwait City, Kuwait, 6–8 November 2018

250
participants

90
institutions

57
countries

Hosted by the Public
Institution for Social
Security of Kuwait.

In a world of rapid change, actuaries play a key role in developing assumptions, analysing potential consequences and finding solutions to ensure sustainable social security programmes.

Technological change and the extending digital revolution contribute to the development of new forms of non-standard work. This can put into question the financing base of contributory social security. Also, the ageing of the population and evolving health-care needs has a major impact on social security finances. The financing of social security is under pressure.



These issues were spotlighted at the 19th ISSA International Conference of Social Security Actuaries, Statisticians and Investment Specialists (ACT2018) held in Kuwait.

with Guidelines, Academy workshops and other resources delivered through the Centre for Excellence.

“The profound transformation of labour markets caused by technological changes and the digital economy has the potential to limit the transitional source of revenues of social security schemes and might impact their sustainability.”

— Jean-Claude Ménard*

The social security actuarial profession is expected to play an increasingly important role to address these challenges and ensure the long-term financial viability and robustness to shocks of social security schemes.

At ACT2018, speakers highlighted the vital work of actuaries in the valuation of systems as well as in risk management, investment and system design, and financing.

How does the ISSA help?

The ISSA supports its member institutions in the areas of actuarial work and investments

International Social Security Review (ISSR)

A special issue of the *International Social Security Review* (Vol. 71, No. 3), addressed the actuarial and financial reporting of social security obligations. Free online access to the ISSR is given through My ISSA. ■

* Former Chief Actuary of the Government of Canada and Chair of the ISSA Technical Commission on Statistical, Actuarial and Financial Studies.

REGIONAL SOCIAL SECURITY FORUM FOR EUROPE

The need to innovate in social security

Baku, Azerbaijan, 14–16 May 2019

280
participants

55
institutions

35
countries

Hosted by the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan.

Excellence in social security depends on the ability of institutions to innovate. This was a key take-home point of the Regional Social Security Forum (RSSF) for Europe.

Europe is home to some of the most comprehensive and robust social security systems. Nevertheless, with European societies changing rapidly, innovation is needed more than ever.

The ISSA report *10 Global Challenges for Social Security – Europe* shows that social security provisions in the region are challenged by demographic, labour market and technological shifts. The report was presented and widely discussed at the RSSF in Baku, Azerbaijan in May 2019.

Demographic changes

The ageing of the population presents a formidable challenge to social security. While financial

sustainability will remain an important priority, the Forum discussed the development of coherent strategies to respond to the rising demand for health and long-term care. Social security must continue to adapt to the evolving needs of an ageing population, pushing life-cycle and citizen-centric perspectives higher on the agenda.

European countries are addressing these challenges, with responses that include raising the pensionable age, incentives to encourage older workers to remain active, tailored family benefits, and more flexible and efficient health services.

Ten global challenges for social security in Europe

1. Labour markets and the digital economy
2. Population ageing
3. Technological transition
4. Health and long-term care
5. Inequalities across the life course
6. Higher public expectations
7. Closing the coverage gap
8. Employment of young workers
9. Protection of migrant workers
10. New risks, shocks and extreme events





Deputy Minister Anar Karimov received the ISSA Silver Plate on behalf of the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan for hosting the RSSF Europe.

Technological change, jobs and social security

The RSSF discussion also addressed technological change and the emerging digital economy, and the challenges presented by these developments for labour markets and social security.

On the one hand, the digital economy and increasing automation present challenges for adequate and sustainable social security coverage.

As non-standard forms of work become more widespread, this can weaken effective access to social security.

On the other hand, new technology provides opportunities for efficiency and productivity gains and even new forms of

work. Improvements in the administration and reach of social security also become possible. For this reason, social security institutions are among the biggest users of information and communication technology. ■

“To address global challenges, European social security needs to continue to focus on innovation. This is a task for which it is well equipped.”

— Marcelo Abi-Ramia Caetano*

* Secretary General of the ISSA.

Digital Economy and Social Security Observatory

The ISSA's online Observatory provides members with a better understanding of the opportunities and the challenges that the digital economy presents to social security administrations.

Digitalization and service quality

In February 2019, the ISSA's European regional structures organized technical seminars in both Amsterdam and Moscow focussing on innovation, digitalization and service quality in social security.

Good Practice Award

Digitalization and automation in social security

The Auxiliary Unemployment Benefits Funds (CAPAC), on behalf of the public social security institutions of Belgium, received the 2019 Good Practice Award for Europe.

Despite the robustness of Belgium's social security system, there were concerns about its complexity and sub-optimal efficiency. To address these challenges, the country decided to move strategically towards greater digitalization and automation.

Significant savings

In the new set-up, social benefits are delivered automatically and 220 electronic processes have replaced 800 paper forms. The administrative burden is considerably reduced for citizens, and employers will see a cost savings of EUR 1 billion annually. Coordination between social security actors is now automatic and digital, with over a billion paper-based exchanges replaced by electronic messages.

With more than 3,000 social security actors involved, the project is as important as it is



complex. In recognition of the service quality improvement, the Auxiliary Unemployment Benefits Fund (*Caisse auxiliaire de paiement des allocations de chômage* – CAPAC) received the Good Practice Award, for a good practice submitted on behalf of the public social security institutions of Belgium, during the Regional Social Security Forum for Europe in Baku, Azerbaijan, in May 2019. ■

Best of 76 entries

The CAPAC received the Good Practice Award on behalf of the public social security institutions of Belgium as part of 76 entries from 25 member institutions in 20 countries. The following received Certificates of Merit with a Special Mention:

Austria

Federation of Austrian Social Insurance Institutions

Azerbaijan

State Social Protection Fund under the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan

Belgium

National Employment Office

Finland

Social Insurance Institution

France

National Family Allowances Fund

Germany

German Federal Pension Insurance; German Social Accident Insurance

Ireland

Department of Employment Affairs and Social Protection

Malta

Ministry for the Family, Children's Rights and Social Solidarity

Poland

Social Insurance Institution

Sweden

Swedish Pensions Agency

Turkey

Social Security Institution

ISSA Academy

Capacity building and identifying solutions

It was a busy year for the ISSA Academy with a combined 33 diploma training courses and Academy workshops.

The ISSA Academy offers two types of activities, one to build capacities and the other to identify solutions to concrete challenges.

“The ISSA diploma training course was very useful for me. In particular, I learnt of many ways to avoid fraud and to come up with strategies to detect fraud.”

— Precious Sihwaya*

* Public Service Pension Fund of Zambia, participated in a diploma training course on Contribution Collection and Compliance.

Diploma training courses

Diploma training courses are organized in partnership with accredited training institutions. At these, staff members of ISSA member institutions continue to learn about the ISSA Guidelines and their practical application.

With courses tailored to language preferences, the ISSA has partnered with the Inter-American Center for Social Security Studies (Spanish), *Ecole nationale supérieure de sécurité sociale – EN3S* (French), the International Training Centre (ITC) of the ILO (English), and the Muhanna Foundation (Arabic).

Academy workshops

The Academy workshops permit the discussion and tackling of specific issues. Discussions are built around the ISSA Guidelines, to inform about how they can be used by social security administrations to deal with the challenges they face. Academy workshops are often organized in cooperation with the ISSA regional structures.

From July 2018 to July 2019, 23 diploma training courses and 10 Academy workshops were held in cooperation with ISSA partners and member institutions. ■



Academy workshop on administrative solutions for coverage extension in Lusaka, Zambia.

VISION ZERO

Prevention: A core principle of social security

More than 4,000 organizations, companies and trainers have signed up in support of the Vision Zero campaign to promote prevention.

The Vision Zero campaign was developed by the ISSA Special Commission on Prevention and builds on the belief that every accident, injury and illness at work is preventable. It promotes safety, health and well-being in the workplace.

Vision Zero offers a holistic approach to prevention, with simple guides and tools.

On average, 7,500 people die and 1 million people are injured at work each day worldwide

With 2.78 million work-related deaths and 374 million non-fatal workplace accidents per year, the

importance of investing in prevention is clear. It is estimated that 4 per cent of the world's gross domestic product is lost due to work injuries.

Blueprints for action

By investing in prevention, and promoting safety, health and well-being at work, social security

institutions can contribute to the sustainability of their programmes. Vision Zero offers a holistic approach to prevention,

with simple guides and tools. In addition, the ISSA Guidelines on prevention of occupational risks, on workplace health promotion, and on return to work and reintegration, provide blueprints for how institutions can develop their capacities and complement adequate protection with active prevention and rehabilitation services. ■

VISION ZERO

Safety.Health.Wellbeing.

International Award to Vision Zero

The ISSA received the International ORP Award 2018 for the Vision Zero campaign at the 18th International Conference on Occupational Risk Prevention, which was also the occasion of the launch of the Vision Zero campaign for Latin America, in Cartagena de Indias, Colombia, in September 2018.

Vision Zero Profile



"Vision Zero proposes concrete, adaptable and flexible solutions. Management must engage, but success can only be guaranteed through the involvement of all workers."

— Mr Denis Charles Kouassi
Director General, Social Insurance Institute
National Social Insurance Fund,
Côte d'Ivoire.

#VisionZeroGlobal

Centre for Excellence

New generation of ISSA Guidelines

With necessary oversight provided by the technical commissions, the ISSA is developing a new generation of ISSA Guidelines.



Discussions at the 12th ISSA Forum for Technical Commissions in Geneva.

organized in Madrid in November 2018, at the invitation of the Spanish General Social Security Treasury and in collaboration with the National Social Security Institute.

All ISSA member institutions were invited to comment on drafts of the updated as well as new Guidelines. The refreshed and expanded portfolio of Guidelines will be presented at the World Social Security Forum in Brussels, Belgium, in October 2019. ■

The ISSA Guidelines on social security administration represent the keystone of the ISSA Centre for Excellence. The Academy, Good practices and Recognition programme are all anchored on the Guidelines.

“It is indispensable to confront head-on the problems derived from error, evasion and fraud in social security.”

— Guillermo Alberto Ramirez*

Over the last year, the ISSA General Secretariat has worked closely with its technical commissions to assess and update as required the Guidelines to ensure their ongoing relevance for social security institutions. Of the twelve existing sets of Guidelines, eight have been chosen for revision.

Addressing error, evasion and fraud

Also, a new set of Guidelines on combatting error, evasion and fraud is being developed. An international seminar on these issues was

* President of the ISSA Technical Commission on Contribution Collection and Compliance.

ISSA Centre for Excellence



Guidelines



Academy



Good practices



Recognition

ISSA Guidelines for Social Security Administration



ISSA Recognition Programme

To receive ISSA Recognition, an independent expert assesses your institution's compliance with a set of ISSA Guidelines.

ISSA Recognition encourages and motivates your staff and helps to support the legitimacy of your institution among stakeholders.

Institutions with ISSA Recognition

Institutions	ISSA Guidelines
National Employment Office, Belgium	Service Quality
National Social Insurance Fund, Cameroon	Service Quality
Mutual for Safety CChC, Chile	Prevention
National Social Insurance Fund, Madagascar	Good Governance
Social Security Organisation, Malaysia	Contribution Collection and Compliance
Social Security Organisation, Malaysia	Workplace Health Promotion
Pension Fund of Morocco	Service Quality
Derrama Magisterial, Peru	Service Quality
Bank Employees' Pension Fund, Uruguay	Contribution Collection and Compliance
Social Insurance Bank, Uruguay	Contribution Collection and Compliance

ISSA RECOGNITION

Increasing trust in your institution

Madagascar's National Social Insurance Fund (CNaPS) becomes the first to receive ISSA Recognition for implementing the *ISSA Guidelines on Good Governance*.

Madagascar's National Social Insurance Fund (CNaPS) received the Certificate for ISSA Recognition on Good Governance.



Mr Raoul Romain Arizaka Rabekoto, Director General of the National Social Insurance Fund (*Caisse nationale de prévoyance sociale* – CNaPS), answered three questions about this experience.

A key benefit has been to open up an international dimension for the CNaPS.

What impact did participation have on your institution?

The main impact concerned trust. Through participation in the Recognition programme, we increased trust at multiple levels, between the users and the CNaPS, between our different governing bodies and between staff and management.

What do you see as the main benefit of your participation?

A key benefit has been to open up an international dimension for the CNaPS. Madagascar is a relatively remote island. Being the first social security institution to receive Recognition in the

area of good governance, opens the eyes of the world to Madagascar and the work of the CNaPS in particular.

Who was involved in the Recognition programme?

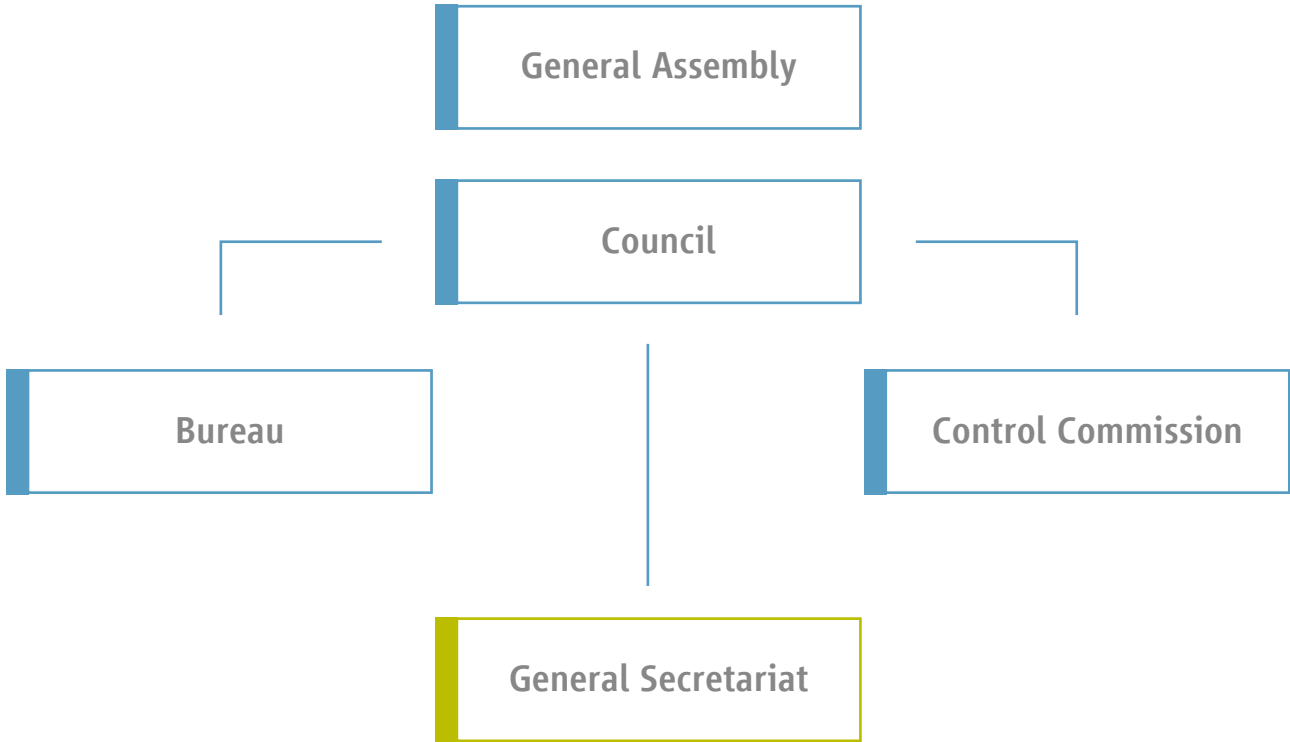
I would like to thank the ISSA for accepting our request to be certified in the area of Good Governance, the independent expert that verified our work, and all the staff of the CNaPS who have worked hard to achieve this Recognition. A big thank you to everyone.

The Recognition programme was launched in 2016 as a pilot and has been successfully completed by a growing number of ISSA member institutions. ■

THE ISSA

Our Association

ISSA governance and technical work depends fully on the engagement and expertise of its members. The ISSA General Secretariat has 42 staff members, complemented by a number of seconded staff from member institutions.



ISSA Officers

Joachim Breuer <i>President</i>	Milka Mungunda <i>Vice President</i>	Marcelo Abi-Ramia Caetano <i>Secretary General</i>	Nikolay Kozlov <i>Treasurer</i>
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ISSA technical commissions

There are 13 ISSA technical commissions with 111 members coming from 96 ISSA member institutions.

Through the technical commissions, the ISSA gathers the knowledge and expertise of its member institutions in order to develop products and services that benefit the global community of top-level managers and professionals in

social security administration. Over the last year, the technical commissions have worked on updating the ISSA Guidelines and developing new Guidelines on addressing error, evasion and fraud.

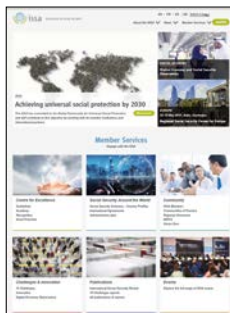
- Contribution Collection and Compliance
- Employment Policies and Unemployment Insurance
- Family Benefits
- Information and Communication Technology
- Insurance against Employment Accidents and Occupational Diseases
- Investment of Social Security Funds
- Medical Care and Sickness Insurance
- Mutual Benefit Societies
- Old-age, Invalidity and Survivors' Insurance
- Organization, Management and Innovation
- Policy Analysis and Research
- Statistical, Actuarial and Financial Studies
- Special Commission on Prevention

ISSA international prevention sections

The Special Commission on Prevention is composed of 13 international prevention sections and coordinates joint activities in the field of prevention of occupational risks.

- Agriculture
- Chemical Industry
- Construction Industry
- Culture of Prevention
- Education and Training
- Electricity, Gas and Water
- Health Services
- Information
- Iron and Metal Industry
- Machine and System Safety
- Mining Industry
- Research
- Transportation

Knowledge and resources



New Website

The ISSA has launched a new-look website, improving the user experience and access to ISSA products and services. The main benefits for ISSA members are:

- Easy access to all key ISSA products and services
- Logged-in content tailored to interests and needs
- Access and filtering of all ISSA knowledge on each issue
- Mobile and tablet compatible
- Search engine optimization

www.issa.int



International Social Security Review

First published in 1948, the *International Social Security Review* (ISSR) is the world's major quarterly publication in the field of social security. Among the four issues prepared in 2018 was one special issue linked to the ISSA's programme priorities and one thematic issue.

The 2018 special issue (Vol. 71, No. 3) addressed the actuarial and financial reporting of social security obligations and was published to

accompany the 19th ISSA International Conference of Social Security Actuaries, Statisticians and Investment Specialists (ACT2018). A themed issue (Vol. 71, No. 4) presented articles on the administration of welfare-to-work and social innovation in Europe.

ISSA members have free access to the ISSR through My ISSA.

www.issa.int/review



ISSA Country Profiles

The ISSA website offers access to structured, comparative profiles of social security systems and programmes in 182 countries and territories. The data is the product of cooperative effort between the US Social Security Administration and the ISSA. Every six months on a

rolling basis, a regional update for either Africa, the Americas, Asia and the Pacific or Europe is produced, with reports providing an overview of the features of social security programmes in the particular region.

www.issa.int/country-profiles



Good Practices in Social Security

The ISSA Good Practices database includes over 800 good practices from ISSA member institutions. The identification and sharing of good practices helps social security institutions to improve their operational and administrative effectiveness and efficiency. The good practices

are categorized and can be filtered by region, country, topic and period of implementation. This is a unique source of knowledge and experiences that can serve as inspiration and guidance for ISSA member institutions.

www.issa.int/good-practices

MORE INFORMATION: www.issa.int

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A WORLD IN
TRANSFORMATION



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THE NEED TO INNOVATE
IN SOCIAL SECURITY



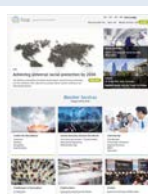
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VISION ZERO



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NEW WEBSITE



Excellence in social security
Excellence en sécurité sociale
Excelencia en la seguridad social
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Высокие стандарты управления в социальном обеспечении
التميز في الضمان الإجتماعي
卓越的社会保障

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