

International Social Security Association

Annual Review 2007-2008





“Everyone, as a member of society, has the right to social security”

Article 22, Universal Declaration of Human Rights, 1948

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The International Social Security Association is the world's leading international organization bringing together national social security administrations and agencies. The ISSA provides information, research, expert advice and platforms for members to build and promote dynamic social security systems and policy worldwide. Founded in 1927, the ISSA has 350 member organizations in 150 countries.

The ISSA's aim is to promote dynamic social security as the social dimension in a globalizing world through supporting excellence in social security administration. The ISSA advocates for social security that adapts and innovates to foster integrated, coherent, proactive, and forward-looking policies and programmes with the aim of better ensuring access to social security.

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The ISSA today: Promoting and developing social security worldwide

In this, the year of the 60th anniversary of the Universal Declaration of Human Rights that enshrines the right to social security, the International Social Security Association (ISSA) continues to evolve as a forward-looking organization working to increase and disseminate the international body of knowledge on social security worldwide.

During the last year, the Association celebrated its 80th anniversary and undertook important structural changes in support of ambitions to fashion a new ISSA. The 2008-10 Programme and Budget, approved in September 2007 at the 29th General Assembly held in Moscow, was the result of comprehensive consultations with the ISSA membership and coordinated planning with the ISSA Bureau. It defines a new strategic vision, a set of objectives and expected outcomes that reflect what the Association wishes to achieve: to be relevant, to provide clear value-added to members and to make a real difference in the development of social security. Its unanimous approval — like the unanimous re-election of the ISSA officers — provides striking evidence of the support for the plans to develop a new and stronger ISSA.

A dynamic programme

As an indicator of the new course being charted, the ISSA's 29th General Assembly was integrated into a larger event devoted to global knowledge-sharing on social security. The first World Social Security Forum was a watershed moment in bringing forward a new collective understanding of the role of social security as the social dimension of globalization. Throughout the Forum, and underpinned by the report on *Developments and Trends*, a case was made for dynamic social security as the way forward. The concept of Dynamic Social Security articulates the ISSA's vision of social security geared to better ensure accessible and sustainable social protection systems. These systems should not only provide protection, encourage prevention, and support rehabilitation and reintegration, but should also contribute to better realizing socially inclusive and economically productive societies.

Other structural changes introduced in 2007-2008 included a new way of working for Technical Commissions. The second Technical Commissions' Forum, held in January 2008 in Geneva, provided an opportunity for the Technical Commissions to coordinate work plans linked to the expected outcomes of the ISSA's triennial programme.

New member services

Building on earlier initiatives, 2007 saw strengthened member services come to fruition with the launch of ISSANET, the member Extranet, offering electronic libraries and workspaces, members' exchange and the creation of *Update*, our new monthly newsletter. Besides these exclusive member services, we developed a new Web portal, featuring a unique range of news and information on social security for members and the public at large. At the heart of the Web portal is improved access to specialized databases and country profiles of social security programmes, reforms and resources.

The ISSA also started the new triennium with the adoption of a new visual identity, approved at the 97th meeting of the Bureau. The new logo and corporate design provide continuity to the legacy of the ISSA and strengthen the coherence of ISSA's printed and electronic communication.





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A strengthened regional dimension

The year also saw a number of important innovations at the regional level, in particular the opening of the first regional ISSA liaison offices and networks, which, in close co-operation with the Secretariat in Geneva, aim to strengthen the regional dimension in the ISSA's activities and thus its relevance to our global membership. Another expression of our commitment to promoting and developing social security in all regions is the organization of Regional Social Security Forums (RSSF), the first of which will be held in Rwanda in November 2008. To recognize good practices on a regional basis, the ISSA will launch a Good Practice Award competition for member institutions, to be held in each region in conjunction with the RSSF. The ISSA Good Practice Award will be premiered at the RSSF in Rwanda. All four regional award winners will be highlighted in a plenary session at the World Social Security Forum in 2010.

There is no doubt that ISSA has undergone a period of considerable change. We would like to thank the staff at the ISSA Secretariat and in the Regional Offices for their ongoing commitment and important contribution to the successful implementation of the new ISSA agenda. Our thanks also go to member organizations for their generosity in hosting events and regional structures as well as providing technical input, without which many successful activities would not be possible.

The celebration of the ISSA's 80th Anniversary reminded us of the strong historic links between the ISSA and the ILO, which played an instrumental role in the establishment of our Association. Eight decades later we can note with great satisfaction that the cooperative efforts between our organizations to reach the common goal of social security for all are as strong as ever.

Finally, we would like to reiterate our heartfelt appreciation of the extraordinary support provided by our members in the Russian Federation to the outstanding organization of the first World Social Security Forum in 2007.

We hope that this Annual Review will help you to understand the uniqueness of the ISSA through its numerous activities and undertakings.

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Corazon de la Paz-Bernardo
ISSA President



Hans-Horst Konkolewsky
ISSA Secretary General



The Year in Review: Towards Dynamic Social Security

Access to social security is a human right. However, the majority of the world's population is not covered by social security protection. Efforts to ensure the financial sustainability of social security programmes have often neglected the adequacy of benefit levels and the necessity of better tailoring protection to the changing needs of individuals.

Social security institutions constantly seek innovative responses to a multitude of challenges. Economic globalization and labour market flexibility, demographic change, technological innovations and evolving family structures all add to the pressure for social security to adapt. At the first World Social Security Forum held in September 2007 in Moscow, the ISSA Secretary General, Hans-Horst Konkolewsky, called for increased political efforts and a broader concept of social security to tackle the challenges of ageing populations, low coverage levels and widening inequality.

To face the evolving and differing needs of populations, the ISSA advocates for social security policies and programmes that are integrated, proactive and forward-looking so as to better ensure universally accessible, adequate and sustainable coverage. The ISSA's strategic vision is to promote dynamic social security as the social dimension in a globalizing world, through supporting excellence in social security administration.

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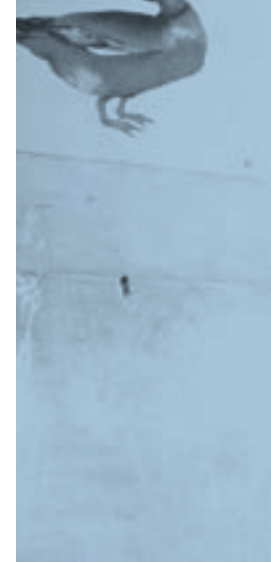
Fostering more effective management of social security

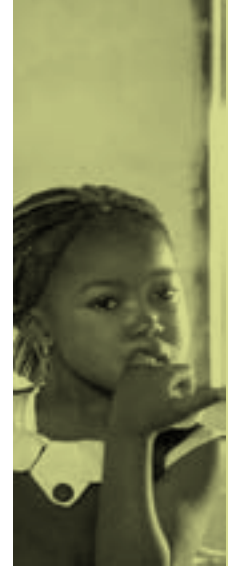
The ISSA's mandate to support social security administrations in their quest for excellence is brought to life through the organization of events that foster dialogue and exchange on ways to improve performance.

Leadership and innovation in social security

The International Conference on Administrative Management, Organization and Methods held in Vienna, Austria, July 2007, brought together 225 top managers from social security institutions worldwide to share experience and debate the results of research into the practices of change management in social security organizations. The event was carried out with the global management consulting company, Accenture.

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CEO seminars

The ISSA organized two intensive seminars for CEOs of social security institutions in 2007, focusing on management of reforms. The first seminar focused on Arab countries in Africa and Asia (in Amman, Jordan, May 2007), and was followed by an event for French-speaking CEOs of social security institutions (in Divonne-les-Bains, France, June 2007). According to participants, the seminars offered a valuable opportunity for exchange of experience among senior managers who often face similar challenges.

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First World Social Security Forum 29th ISSA General Assembly Moscow, Russian Federation, September 2007

The first World Social Security Forum gathered 1,169 ministers, policymakers, administrators and academics from 126 countries. Hosted by the ISSA's members in the Russian Federation, the Forum provided an interactive platform for experts to discuss today's challenges and tomorrow's solutions in the pursuit of Dynamic Social Security. The evidence as provided by the *Developments*

and *Trends* report shows that dynamic social security is the way forward.

A highlight of the World Social Security Forum was the Summit, which offered a unique platform to debate the future of social security. The consensus from the panellists was that a broader concept of social security had to be brought to the public agenda. Panellists explored social security's role in alleviating poverty and reducing inequality, and concurred that, although economic growth and labour market performance is vital, "globalization must have a social face", with social security playing a crucial role in fostering equality and fairer societies.

The next World Social Security Forum will be held in Cape Town, South Africa, in 2010.



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Connecting on social security issues

The ISSA organizes platforms for different branches of social security around the world to come together to look at horizontal issues. They are held in all regions on a wide array of cross-cutting subjects.

Social security and the labour market: A mismatch?

The provocatively titled International Research Conference on Social Security was held in Warsaw, Poland, in March 2007. At this international gathering of social security administrators, researchers and academics, more than 100 papers and presentations focused on reconciling social security with increasing flexibility of labour markets, informal work, the extension of working lives, globalization and other issues.

Inclusion in working life

An important European regional meeting held in Oslo, Norway, in May 2007, focused on demographic change, labour market trends and the need to ensure the sustainability of social security schemes. The meeting, which involved social security managers from 26 countries in Europe, looked at changes in employment trends and benefit entitlement, and the importance of effective public communication measures.

Planning the future of social security financing

Actuarial projections provide the basis for social security financing. At the International Conference of Social Security Actuaries and Statisticians held in Helsinki, Finland, in May 2007, specialists from 62 countries looked at the assumptions used in actuarial valuations of social security and pension schemes in a context of changing demography and volatile economies.

Enshrining the right to social security

At a notable joint meeting of the ISSA and the Inter-American Conference on Social Security (CISS) held in Bogota, Columbia, in November 2007, the central discussion focused on the legislative responsibility to enshrine the right to social security in national agendas.

Getting the message across: prevention pays

The high incidence of workplace accidents and occupational diseases is a major concern for social security schemes around the world. It is estimated that more than 2 million people die from work-related illness or accidents each year. To address these challenges and to promote prevention, the ISSA not only has a Technical Commission focused on the subject of insurance against employment accidents and occupational diseases but hosts a unique network of 11 International Prevention Sections under the leadership of the Special Commission on Prevention.

For 2007-08, the asbestos campaign continued to be an important part of the work plan as were preparations for the XVIII World Congress on Safety and Health at Work, which will be held in Seoul 29 June-2 July 2008. In addition, the International Sections held a range of international conferences on preventing occupational risks in different sectors in Athens (Health Services), Hanoi (Mining Industry), Prague (Iron and Metal Industry) and Pamplona (Agriculture). The ISSA continued its cycle of seminars on the prevention of occupational diseases with a meeting in Kribi, Cameroon, in March 2007, involving organizations from over 20 countries in the Africa region. Among other themes, the event looked at the importance of accurate data collection as well as good practice case studies from various countries.

ISSA members were mobilized in support of the 28 April World Day for Safety and Health at Work, under the theme "Safe and Healthy Workplaces – Making Decent Work a Reality" in 2007 and "My Life, My Work, My Safe Work - Managing Risk in the Work Environment" in 2008. The World Day for Safety and Health at Work is an initiative to promote occupational safety, initiated by the International Labour Organization (ILO) and supported by the ISSA.



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Europe

Members

112 affiliate members in 43 countries
38 associate members in 18 countries

Liaison Office

European Network - Steering Committee of The Netherlands

Major meetings

2009

International Policy and Research
Date: 1-3 April
Venue: Luxembourg

Information and Communication
Date: 3-5 June
Venue: Seville (Spain)

2010

Regional Social Security Forum Europe
Date and Venue to be confirmed



Americas

Members

41 affiliate members in 31 countries
14 associate members in 5 countries

Liaison Offices

Technical Adviser for the Americas
(Buenos Aires, Argentina)

Technical Adviser for the English-speaking Caribbean (Bahamas)

Major meetings

2009

16th International Conference of Social Security Actuaries and Statisticians
Date: 16-18 September
Venue: Ottawa (Canada)

Regional Social Security Forum for the Americas
Date and Venue to be confirmed

Africa

Members

69 affiliate members in 42 countries
10 associate members in 8 countries

Liaison Offices

Liaison Office for Southern Africa (Pretoria), hosted by the Department of Social Development, South Africa

Technical Adviser for Africa
(Accra, Ghana)

Major meetings

2008

Regional Social Security Forum
Date: 18-20 November
Venue: Kigali (Rwanda)

2010

World Social Security Forum
Date: 21-27 November
Venue: Cape Town (South Africa)

The International Social Security Association is the world's leading international organization bringing together national social security administrations and agencies. The ISSA, as of May 2008, has 267 affiliate members in 144 countries and 83 associate members in 42 countries, totalling 350 member organizations in 150 countries.

Asia and the Pacific

Members

45 affiliate members in
28 countries
21 associate members in
11 countries

Liaison Offices

Liaison Office for Arab Countries
(Amman) hosted by the
Social Security Corporation
of Jordan

Liaison Office for South-East Asia
(Kuala Lumpur), hosted by the
Employees Provident Fund, Malaysia

Major meetings

2008 XVIII World Congress on Safety
and Health at Work
Date: 29 June - 2 July
Venue: Seoul
(Republic of Korea)

2009 Regional Social Security
Forum for Asia and the Pacific
Date and Venue to be confirmed

www.issa.int

Building the new ISSA: Knowledge and resources on social security

ISSA member organizations now have improved access to an unrivalled breadth of information through dependable and easy-to-access electronic and printed sources, and a new Web portal including a dynamic Extranet for members.

A new approach to knowledge transfer

A new Web portal featuring an observatory on social security and a reinvigorated publications policy for an electronic era, focusing on more analytical and targeted content, has seen *E-Trends* replaced by the electronic newsletter *Social Security Observer* and the launch of *Update*, a monthly bulletin of news and information exclusively for ISSA members. The ISSA's unparalleled storehouse of data and information on social security has been made even more accessible through country profiles on the Web portal, easier access to the Social Security Worldwide (SSW) database and the addition of a topics-based approach. The Web portal supported by electronic publications will develop as a central feature of ISSA's knowledge dissemination strategy.

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Transferring knowledge on developments and trends in social security

1 special double issue of the *International Social Security Review* "Extending Social Security to All", for the 80th anniversary of the ISSA.

1 new book in the *Complementary and Private Pensions Throughout the World* series was completed in cooperation with the Organisation for Economic Co-operation and Development (OECD) and the International Organisation of Pension Supervisors (IOPS).

2 volumes of *Social Security Programs Throughout the World* series (Africa and the Americas) were completed in cooperation with the United States Social Security Administration.

3 *Social Policy Highlights* analyzed key social security topics of labour markets, fund investment, and health care.

4 new issues of *International Social Security Review*

10 substantive chapters mapping recent evolution in social security practice in the report *Developments and Trends: Supporting Dynamic Social Security* published in 4 languages for the first World Social Security Forum.

19 country profiles in Africa and the Americas added to the Complementary and Private Pensions database.

81 country profiles complemented by 8 tables of comparative country data in the Scheme Description database.

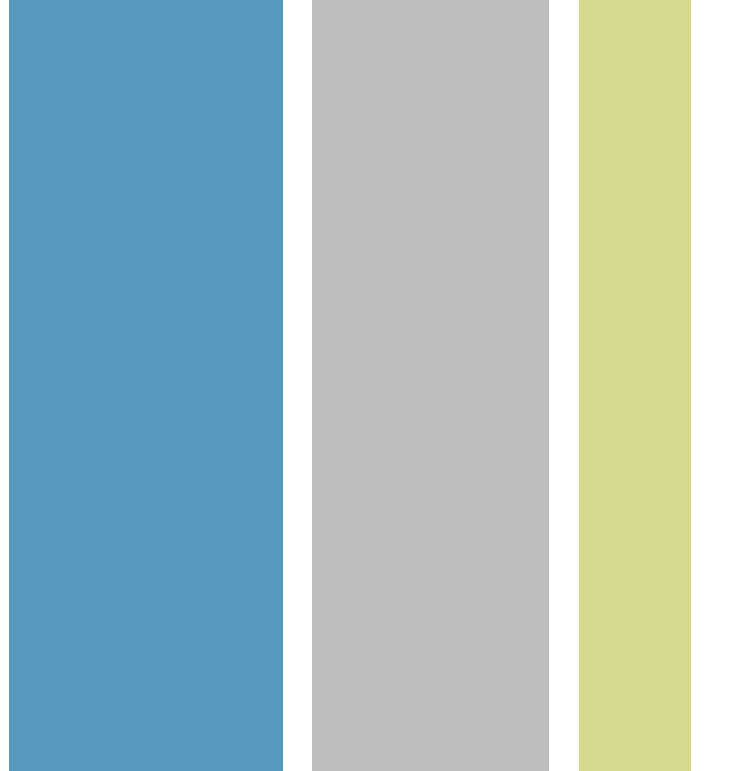
112 recent reforms added to the Reforms database.

1,232 additional electronic and paper publication sources added to the Bibliography database.

2,280 participants at ISSA conferences, meetings and the World Social Security Forum.

48,964 Social Security Worldwide (www.issa.int/ssw) user sessions in 2007, a 14 per cent increase over 2006.

1,019,734 user sessions of the ISSA Website (www.issa.int) in 2007, a 25 per cent increase over 2006.



New ISSA visual identity

In 2008, the ISSA is introducing a new logo and corporate visual identity that aims to establish a coherent visual language for the ISSA. The new design provides a comprehensive and unified visual support for the programme and activities of the organization.



Visual Identity Guidelines

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Informing members, promoting collaboration and reaching out

ISSA Extranet launched



The ISSA launched a new online environment to improve communication and active collaboration with its member organizations. ISSANET, the exclusive Extranet for members seeks to facilitate access to documents and publications, the exchange of experience and good practices, the effective management of the various activities and programmes of the Association and the collection of information to improve member services.

ISSANET: <http://www-issanet.issa.int/>

The world of social security at your fingertips

The ISSA launched a new multilingual Web portal in the spring of 2008 with the aim of providing a unique online information resource and observatory on social security. The Web portal includes social security country profiles with data on reforms and schemes, presentations of key social security topics, news and events from around the world and access to a comprehensive range of documents and resources.



ISSA Social Security Web portal
<http://www.issa.int/>

How the ISSA works



The International Social Security Association is a member based organization, governed by three main statutory bodies:

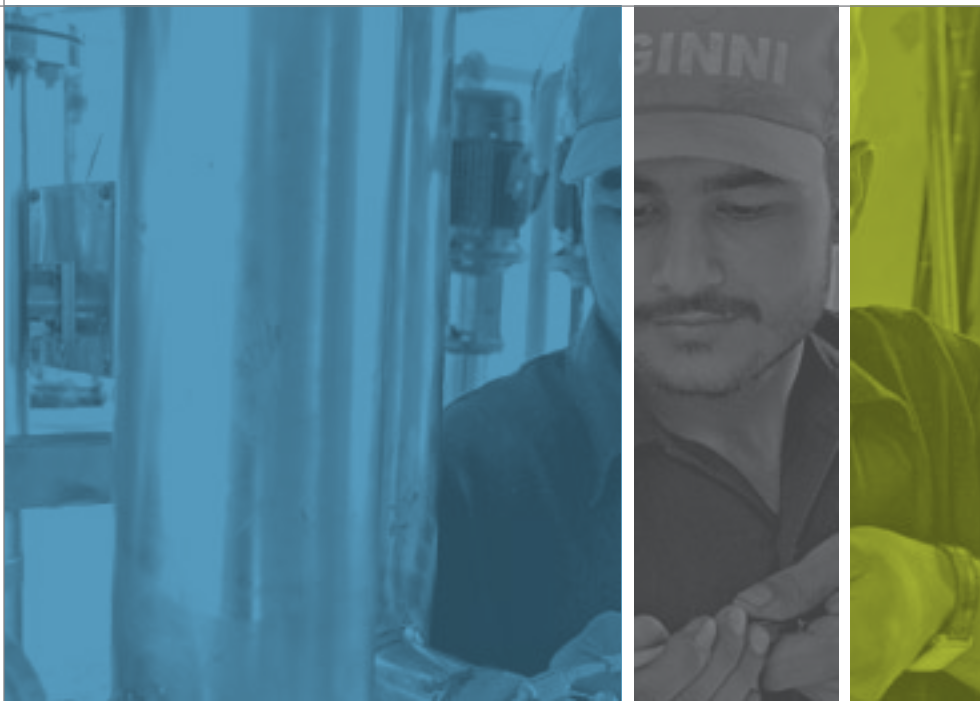
- **The General Assembly**, actually the constituent assembly of the Association, is the highest statutory body, in which all members of the ISSA are directly represented. It sets the terms of the Constitution. As a general rule, the General Assembly meets every three years.

- **The Council** constitutes the electoral body of the Association, composed of the titular delegates of each country in which the ISSA has at least one affiliate member, with each of these countries having one titular delegate. In particular, its main functions are to elect the President, the Treasurer and the members of the Bureau and of the Control Commission, as well as the Secretary General. As a general rule, the Council meets on the occasion of each session of the General Assembly.

- **The Bureau** constitutes the administrative authority of the Association, composed of the President of the ISSA, the Treasurer, the Secretary General, and elected members representing the different geographical regions of the world. Its main functions are to define the plan of action, the timetable and the guidelines to be followed in drawing up the programme of activities and budget of the Association, to set programme priorities, to monitor and evaluate actual accomplishments, to rule on membership applications and to adopt the financial regulations. It also establishes the structure of — and decides upon the mandate of — the Technical Commissions necessary for carrying out the Association's programme of activities. The Bureau meets at least once every calendar year.

The main officers of the ISSA are the President, Corazon de la Paz-Bernardo (Philippines), Vice-President, Susan Scotti (Canada), Treasurer, Wim Franssen (Netherlands), and Secretary General, Hans-Horst Konkolewsky (Denmark).

Through its Secretariat, headquartered in Geneva, the ISSA provides a range of services to its member organizations and works closely with the Technical Commissions.



Technical Commissions

The 11 Technical Commissions, composed of ISSA members, advance knowledge in the different social security branches through the identification of expert networks, conferences, seminars, and the publication of reports. The officers of the Technical Commissions are elected by the Bureau at the start of each triennium.

Regional structure

A new network of liaison offices is being built in order to better respond to members' needs and regional diversity. Building on the model of the office in Amman (Jordan) the ISSA's new liaison offices provide a more flexible and inclusive approach to providing a regional perspective.

ISSA members

The constituency of the ISSA is unique in the world of international organizations representing a wide range of ministries, semi-public institutions and autonomous agencies.

The ISSA offers two types of membership: affiliate and associate. The ISSA's affiliate membership includes government departments, institutions, agencies and other entities and federations of these. Associate membership includes organizations with objectives compatible with those of ISSA but not qualified to become affiliate members. The ISSA, as of May 2008, has 267 affiliate members in 144 countries and 83 associate members in 42 countries, totalling 350 member organizations in 150 countries.

Technical Commissions

1. Employment Policies and Unemployment Insurance
2. Statistical, Actuarial and Financial Studies
3. Family Benefits
4. Special Commission on Prevention
5. Insurance against Employment Accidents and Occupational Diseases
6. Information and Communication Technology
7. Investment of Social Security Funds
8. Old-age, Invalidity and Survivors' Insurance
9. Medical Care and Sickness Insurance
10. Mutual Benefits Societies
11. Organization, Management and Innovation

<http://www.issa.int/>

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Regional structure

Europe

- European Network – Steering Committee chaired by the Social Insurance Bank of The Netherlands

Asia and the Pacific

- Liaison Office for Arab Countries (Amman) hosted by the Social Security Corporation of Jordan
- Liaison Office for South-East Asia (Kuala Lumpur), hosted by the Employees Provident Fund, Malaysia

Americas

- Technical Adviser for the Americas (Buenos Aires, Argentina)
- Technical Adviser for the English-speaking Caribbean (Barbados)

Africa

- Liaison Office for Southern Africa (Pretoria), hosted by the Department of Social Development, South Africa
- Technical Adviser for Africa (Accra, Ghana)

What the ISSA does

Starting in 2008, the ISSA will organize four Regional Forums and a World Social Security Forum during each triennium and convene a number of topic-related technical seminars and international conferences on key themes for social security.

The ISSA monitors and disseminates mainly via its Web portal comparative data on national social security programmes and undertakes research and policy analysis on major issues. Increased attention is being given to the collection and exchange of good practices among ISSA member organizations. The ISSA promotes the improvement of social security through knowledge transfer and advocacy and fosters partnerships with the International Labour Office and other international organizations active in the area of social security.

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A programme of activities designed to achieve five main outcomes for the triennium is decided upon by the Council. In 2008, for the first time, the Technical Commissions prepared work plans for the triennium to contribute to these outcomes. The Secretariat and the Liaison Offices will work in synergy to support these work plans as well as the ongoing activities of the Association.



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ISSA Programme 2008-2010

The ISSA will focus on the following five outcomes and subsidiary initiatives during the 2008-2010 triennium:

1. Improved capacity of member organizations to pursue administrative and operational efficiency

Governance and social security
Risk management and leadership in social security
Information and communication technology as a strategic management tool
Compliance and contribution collection

2. Enhanced capacity of member organizations to engage in and respond to social security reform processes

Regular monitoring of major trends in social security worldwide
Identifying and analyzing forthcoming social security challenges
Establishing an international barometer on social security administration

3. Improved capacity of member organizations to work towards the extension of social security coverage

Examining the existing knowledge on the extension of coverage
Establishing a Task Force on the extension of coverage

4. Better preparedness of member organizations to cope with sustainability challenges caused by demographic changes

In-depth monitoring of social security reforms responding to sustainability challenges caused by demographic changes
Demographic changes and social security – innovations, good practice and lessons learned

5. Increased visibility for, and awareness of the importance of, dynamic social security as the social dimension of a globalizing world

Raising the profile of social security at the international level
Organization of a World Social Security Forum and four Regional Social Security Forums

<http://www.issa.int/>

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Promoting and developing social security worldwide
Promouvoir et développer la sécurité sociale à travers le monde
Promover y desarrollar la seguridad social en el mundo
Soziale Sicherheit weltweit fördern und entwickeln
Развиваем и поддерживаем социальное обеспечение во всем мире
دعم و تطوير الضمان الإجتماعي عبر العالم
促进和发展全球社会保障

