



issa

EXCELLENCE IN SOCIAL SECURITY



WORLD SOCIAL
SECURITY FORUM

MARRAKECH 2022

WORLD SOCIAL SECURITY FORUM

PROGRAMME



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تقاعد القطاع الخاص
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Caisse Marocaine des Retraites

24–28 OCTOBER 2022
MARRAKECH, MOROCCO

*Social security for resilient
and inclusive societies*

www.issa.int/WSSF2022
#ISSAWSSF2022



World Social Security Forum

Marrakech, Morocco, 24–28 October 2022

PROGRAMME

Sunday, 23 October 2022

14:00–20:00 **Registration of participants**

16:00–17:00 **125th Meeting of the ISSA Bureau***

The Bureau is the governing body of the International Social Security Association (ISSA). It is composed of the President, the Treasurer, the Secretary General, and elected members representing different geographical regions of the world.

** Please note that participation is restricted to members of the Bureau.*

17:00–17:30 Meeting of the European members of the ISSA Bureau

Monday, 24 October 2022

GLOBAL SOCIAL SECURITY PRIORITIES, TRENDS AND CHALLENGES

07:45–09:30 **Registration of participants**

09:00–10:00 **Welcome coffee**

10:00–11:15 **Opening ceremony**

During the opening ceremony, dignitaries will welcome the participants on behalf of the Government of Morocco, the ISSA and the host organization *CDG Prévoyance*, and will set out the objectives of the World Social Security Forum (WSSF).

11:15–12:30 **Plenary session: National presentation**
Towards social security for all: The Moroccan approach

This session, organized by the host organization, will present an overview of the progress of Morocco in extending social security coverage and the strategies and approaches to achieve social security protection for all workers.

12:30–14:30 *Lunch*
Salle Royale, Palais des Congrès (Venue of the Forum)

14:30–15:30 **Plenary session**
Global priorities for social security: Trends, challenges and solutions

Social security systems are adapting to meet evolving needs for protection in the context of demographic changes, labour market transformations, persistent coverage gaps, societal evolutions and technological developments. The COVID-19 pandemic has not only required unprecedented emergency responses, but also impacted on these long-term challenges as well as on the capacities of governments and social security institutions to address them.

Based on a new ISSA report, this session will take stock of global and regional social security trends, highlight recent innovations and identify strategies to tackle the most important current social security priorities. It will touch on global challenges but also on branch-specific responses in health, pensions, unemployment, work injury and family schemes, and therefore also constitute a foundation for the subsequent topical exchanges during the WSSF.

15:30–16:00 *Coffee break*

16:00–17:30 **Plenary session**
Global priorities for social security: Trends, challenges and solutions (continued)

17:45–19:45 *Welcome reception*
At the invitation of CDG Prévoyance
Hotel Mövenpick

Tuesday, 25 October 2022

PEOPLE-CENTRED SOCIAL SECURITY IN THE HUMAN-DIGITAL AGE

08:45–09:15 [Meeting of the ISSA members from Small Jurisdictions](#)

09:30–10:30 **Plenary session**
34th ISSA General Assembly

The General Assembly is the highest statutory body of the Association in which all members are represented.

During the Assembly, the global ISSA membership will receive a report by the Secretary General on the activities and progress of the Association during the period 2020–2022.

10:30–11:00 *Coffee break*

11:00–12:30

Plenary session
Social security management in the human-digital age

Rapid technological change and digital transformation have been at the centre of attention during many years. While digitalized processes and service delivery channels have become mainstream in social security, high performance of social security institutions relies equally on human skills that effectively use digital capabilities.

Integrated and strategic approaches to human-digital capabilities of social security institutions have therefore emerged as most promising in delivering cost-effective high-quality services and ensuring readiness in times of crisis. This plenary session will discuss enabling factors and barriers to such strategies and explore the important role played by leadership and good governance. It will thereby also lay the foundation for the sessions discussing different components of human-digital strategies during the afternoon of the second day of the Forum.

12:45–13:30

Meeting of the ISSA Portuguese-speaking membership

12:45–13:30

Meeting of the Steering Committee of the Liaison Office for Arab countries in the Middle East

12:30–14:30

Lunch

At the invitation of the Pension Fund of Morocco (Caisse marocaine des retraites)

Salle Royale (Venue of the Forum)

14:30–15:45

Parallel session 1
People-centred service delivery – From process to impact

Designing service delivery from the perspective and around the needs of people is aligned to the development of integrated social security approaches and requires overcoming traditional institutional boundaries, linking data and connecting service delivery channels by taking advantage of the capabilities of emerging intelligent systems. This implies going beyond institutional processes to focus on the positive impact of service delivery mechanisms on protected populations.

Impact-focused service delivery also highlights the benefits of behavioral insights and pro-active services around key life events. This session will feature experiences of social security institutions that have made considerable progress in this regard, and it will be an opportunity to look towards the future of service delivery in social security.

Parallel session 2

Institutional readiness, continuity of services and integrated national responses – Prepared for the next crisis?

The COVID-19 pandemic has once again highlighted the key importance of social security systems for individual, societal and economic resilience. In the current context of economic uncertainty, an increasing number of extreme events related to climate change and frequent shocks to economies, societies and individual livelihoods, social security systems are more than ever required to increase their positive impact on resilience.

Institutional readiness is essential to achieve this objective. Social security administrations need to be prepared, resilient and agile and have the necessary capacity and risk management approaches to ensure continuity of service, rapidly upscale activities and deliver crisis benefits to people in need as part of integrated national responses. This session will review the lessons learnt from the COVID-19 pandemic and other shocks, and analyse the conditions that will enable social security institutions to respond to population and government needs during the next crisis.

15:45–16:15

Coffee break

16.15–17:30

Parallel session 3

Digital transformation – Towards a data-driven social security

In view of the unprecedented development in digital solutions, once again accelerated during the COVID-19 crisis, information and communication technology (ICT) is not anymore only an enabling factor for social security delivery but rather an indispensable instrument to reach the objectives of social security programmes around the world. To be effective and efficient in using solutions and to keep up-to-date with the ever-accelerating speed of innovation, long-term and comprehensive institutional digital transformation strategies are paramount.

These strategies will ultimately turn data into a key and highly valued asset of social security institutions and facilitate data-driven approaches – leveraging big data, analytics, and artificial intelligence – that can empower the organization and help achieve its mandate. This session will highlight the enabling factors and barriers towards the successful digital transformation of social security institutions and analyse both the potential of data-driven social security and the conditions for the safe use of data-driven approaches.

16.15–17:30

Parallel session 4

Social security human resources in transition

Social security institutions are undergoing profound transformations and must be increasingly agile and resilient. In order to ensure effective and reliable service delivery, support adaptations to social security systems in the context of demographic and labour market change and be innovative to meet new demands, social security institutions must rely on their most important pillar: Their human resources.

The challenge for social security institutions is therefore to ensure appropriate human resource policies and management that go hand in hand with strategic institutional leadership and digital transformation objectives, and to adapt and grow human skills and capacities as well as organizational cultures in a dynamic environment. This session will focus on key strategies to meet this challenge, and highlight that these strategies often represent no less than a revolution in approaches to develop the social security workforce.

- 17:45–18:30 Meeting of the ISSA Spanish-speaking membership
- 17:45–18:30 Meeting of the ISSA membership from North Africa
- 19:30–21:30 Meeting of the ISSA Francophone Focal Point (upon invitation)

Wednesday, 26 October 2022

DEVELOPMENT AND INNOVATION IN SOCIAL SECURITY

- 09:00–09:30 **Plenary session**
Social security institutions: Leadership for a better social security

Social security institutions play a leadership role not only in the successful implementation of national social security systems, but also in their further development and strengthening. Through a strong institutional capacity enabling evidence-based policy development, technological and administrative innovations, and people-centred service delivery, social security institutions make a key contribution to national strategies and programmes to extend coverage, strengthen financial sustainability, enhance social and economic resilience, secure adequate benefits and empower people to be healthy and active throughout the life cycle.

This session will highlight the leadership role of social security institutions for a better social security. It will thereby also introduce the more than 40 technical sessions and the ISSA Innovation Zone that will take place during the third day of the Forum, and that will provide a wide range of practical examples of how social security institutions enable better social security.

- 09:40–13:00 **Interactive sessions on ISSA Guidelines and technical commissions' projects**

Designed to allow for in-depth discussions and interaction in smaller groups, the interactive sessions will offer a unique opportunity for participants to exchange and discuss practical approaches to strengthen institutional capacity and social security systems. While some sessions will focus on the topics covered by the ISSA Guidelines, other sessions will feature topics studied by ISSA Technical Commissions, results of ISSA projects and collaborative efforts of the ISSA with partner organizations.

The following sessions will be organized:

Multilingual sessions in English, Arabic, Chinese, French, German, Russian and Spanish:

- ISSA Guidelines on continuity and resilience of social security services and systems
- ISSA Guidelines on human resource management in social security administration
- Digital operational resilience and cybersecurity in social security
- Transforming prevention and the role of Vision Zero
- Social security and behavioural insights – An ISSA framework
- Mutual benefit societies and integrated protection strategies
- Protection of migrant workers and data exchange between social security institutions
- Supporting people during family changes and disruptions

Separate sessions in English, French and Spanish:

- ISSA-ILO Guidelines on actuarial work in social security
- ISSA Guidelines on communication by social security administrations
- ISSA Guidelines on information and communication technology – Section on master data management
- ISSA Guidelines on administrative solutions for extending coverage – Part on covering the missing middle
- ISSA Guidelines on administrative solutions for extending coverage – Part on health coverage
- ISSA Guidelines on promotion of sustainable employment

Sessions in English:

- Digital inclusion: Improving social security service delivery
- Return to work incentives for persons on long-term disability
- ILO-ISSA Actuarial Services Platform
- Survivor benefits – Trends and perspectives in a changing society
- Work injury protection for platform workers
- Employment and social protection of platform workers
- Social security as a right: ILO legal instruments in social security
- Actuarial work and investment: Real life strategic collaboration
- OpenIMIS – Application scenarios of an open source software in social security
- Rehabilitation challenges in ageing societies: The need for a holistic approach
- Sickness benefits: models and practices

- Formalization and contribution collection for difficult-to-cover groups

These interactive sessions will take place in four different rounds in ten rooms, allowing participants to build their own personal programme corresponding to their specific interests and language preferences.

09:40–10:20	Interactive sessions I
10:30–11:10	Interactive sessions II
11:10–11:30	<i>Coffee break</i>
11:30–12:10	Interactive sessions III
12:20–13:00	Interactive sessions IV
13:00–14:30	<i>Lunch</i> <i>At the invitation of the National Social Security Fund (Caisse nationale de sécurité sociale)</i> <i>Salle Royale (Venue of the Forum)</i>
13:15–14:30	Meeting of the ISSA membership from Eurasia
13:15–14:30	Meeting of the ISSA membership from Southern Africa
14:30–16:15	Innovation Zone: Practical demonstrations in two rounds

Entering the ISSA Innovation Zone will bring participants closer to the future of social security administration. Demonstrations and presentations of innovations in various languages will provide a unique opportunity to learn, discuss, engage and be inspired. The ISSA Innovation Zone is an experience not to be missed.

The following sessions will be organized:

- Living well together has no age..., National Union of Socialist Mutual Benefit Societies, Belgium
- Applying behavioural insights to social security and compliance, The Behavioural Insights Team, United Kingdom / Birkin & Barre BVBA, Belgium
- Media in Prevention – Successful advertising for more safety and health at work, International Section of the ISSA for Electricity, Gas and Water
- Vision Zero – Innovation in Prevention, Agricultural Social Insurance Fund, Poland
- Improving the accuracy of Australian welfare payments, Services Australia
- My INSS and Helô, a story of digital transformation, National Social Security Institute, Brazil

- Centralized Actucan Model FORD Demonstration, Office of the Chief Actuary - Office of the Superintendent of Financial Institutions, Canada
- Silicosis: Respiratory illness of work-related origin, Mutual for Safety CChC, Chile
- E-CNPS online declaration and payment of social contributions, Social Insurance Institute - National Social Insurance Fund, Côte d'Ivoire
- New services to help families via internet During COVID-19, National Family Allowances Fund, France
- Don't fall: Fall prevention in virtual reality, Institute for Occupational Safety and Health (IFA) of the German Social Accident Insurance (DGUV), Germany
- Ground handling at Hamburg Airport – Healthier in life, better at work!, German Social Accident Insurance, Germany
- Mobile JKN Application as a digital innovation solution, National Social Security Administering Body for Employment, Indonesia
- Hybrid Assistive Limb (HAL®): Cybernetics technology to support return to work, Social Security Organisation, Malaysia
- LightForce® Therapy Lasers: The healing light, Social Security Organisation, Malaysia
- Belanjawanku App – Budgeting Made Easy, Employees Provident Fund, Malaysia
- The electronic management platform for pension files “*E-Retraite*”, Pension Fund of Morocco, Morocco
- *Chat'er*: The CMR's intelligent conversational agent, Pension Fund of Morocco, Morocco
- *E-Htiyati*: Remote local services, *CDG Prévoyance*, Morocco
- Digitalisation of proof of life, Interprofessional Retirement Fund, Morocco
- Enrolment of self-employed workers: e-inclusion measures, National Social Security Fund, Morocco
- *Mudad*: Payroll management system for SMEs, General Organization for Social Insurance, Saudi Arabia
- IMPORTASS: Design at the service of citizenship, General Treasury of Social Security, Federation of Administrative Bodies of Spanish Social Security, Spain
- Withdrawal Planner – Digital and holistic pension planning at your fingertips, MinPension i Sverige AB, Sweden
- openIMIS – The open-source software for managing business processes in social protection schemes, International Labour Organization
- Accenture Virtual Experience Solution (AVenueS), Accenture, Germany
- Artificial intelligence: How we can use it in social security? An example, Merative, Germany

- A data-driven approach to supporting troubled families, SAP, United Kingdom
- Exercise your cyber threat management: Malware attack, Independent Expert, Belgium
- Safety@Work: A customer-centric prevention app for Bangladesh, German Social Accident Insurance, Germany
- Decision making for Blockchain application, United Nations University
- My health space, National Sickness Insurance Fund, France
- The future of personalised and cost-effective care for walking disorders, Resilient Innovation, France

14:30–14:50 **Innovation Zone I**

14:55–15:15 **Innovation Zone I**

15:30–15:50 **Innovation Zone II**

15:55–16:15 **Innovation Zone II**

16:15–16:45 *Coffee break*

16:45–17:30 **Plenary session**
Collaborating to foster innovation in social security

Innovative capacity is a key enabling factor for social security institutions to ensure a leadership role for a better social security. Building innovation-friendly institutional environments and integrating innovations in institutional processes requires strategic vision, leadership and a commitment to promote creativity and collaboration across units and teams.

Showcasing successful country experiences, this session will highlight the key building blocks for a strong innovative capacity in social security institutions. It will also feature the launch of the ISSA collaborative innovation hub, which is a new ISSA activity promoting social security innovation through collaborative approaches at the international level.

17:45-18:30 [Meeting of the ISSA membership from the CARICOM](#)

17:45–18-30 [Meeting of the ISSA membership from East Africa](#)

19:30–22:00 [Diner of the Technical Commission Employment \(upon invitation\)](#)

Thursday, 27 October 2022

TOWARDS INCLUSIVE, RESILIENT AND SUSTAINABLE SOCIAL SECURITY FOR ALL

09:30–10:45

Plenary session
Social security for resilient and inclusive societies

By emphasizing the role of social security as part of wider strategies for social development, inclusion and social cohesion, the session will highlight objectives for the further development of social security systems that respond to population needs for protection across the life course, and will frame the technical sessions of the fourth day of the Forum.

10:45–11:15

Coffee break

11:15–12:30

Parallel session 1
Adapting social security to the needs of ageing populations

Population ageing has been one of the most important developments impacting social security reform agendas. Efforts to adapt social security systems are driven largely by concerns about financial sustainability, the capacity to ensure adequate benefits for all older persons, a rapidly increasing need for health and long-term care and declining employment levels.

This session will review the evolving needs for social security benefits and services in ageing societies and discuss appropriate response strategies. In addition to discussing pension system, health and long-term care and employment responses, a specific focus will be on integrated and comprehensive approaches to building social security systems that meet the needs of ageing populations.

11:15–12:30

Parallel session 2
Towards financially sustainable, green and resilient social security

Sustainability is at the center of social security strategies. Concerns about the financing of social security have been brought to the forefront in the context of labour market transformations and population aging, and have been exacerbated by the expansionary social spending during the COVID-19 pandemic. In addition, as social security is not only increasingly impacted by the green transition but also expected to contribute to facilitating the transition to sustainable and resilient societies, a wider definition of sustainability is emerging.

This session will first focus on strategies for closing financing gaps and identifying the appropriate financing mix adapted to economic capacities and labour market conditions in a digital and post-pandemic context. For the first time at an ISSA World Forum, a wider concept of sustainability including social security aspects of the green transition will be discussed and the important connection between financing strategies and wider sustainability objectives will be highlighted.

- 12:30–14:30 *Lunch*
At the invitation of the Interprofessional Retirement Fund (Caisse interprofessionnelle marocaine de retraites)
Salle Royale (Venue of the Forum)
- 12:45–13:30 Meeting of the ISSA membership from Central Africa
- 14:30–15:45 **Parallel session 3**
Social security coverage solutions for the informal sector and new forms of work
- Bridging the coverage gap and extending social security coverage to all workers is a high priority and a condition for building inclusive and resilient societies. The COVID-19 pandemic has once again highlighted existing coverage gaps that typically affect workers in the informal sector, including the self-employed, and those active in the platform economy or other new forms of work. Caught in the middle between protected formal sector workers and those eligible for poverty alleviation benefits, these groups are often left without any social protection.
- By showcasing strategies and innovations in extending coverage to difficult-to-cover groups, this session will outline how progress in coverage extension can be achieved. Connecting these innovations to broader formalization and social protection strategies, the session will also outline the importance of contributory social security approaches as well as facilitating factors for their success for different difficult-to-cover groups.
- 14:30–15:45 **Parallel session 4**
Promoting employment and protecting the unemployed
- Employment is a key factor for resilient and inclusive societies and well-designed social security systems can promote employability, labour force participation and activity. During the recent crisis, unemployment insurance schemes combined with part-time unemployment benefits and active employment policies have been one of the most impactful response measures. More than ever, coordination between social security and employment policies has emerged as an important condition for supporting activity, employment and resilience.
- This session will review recent experiences and focus on how the employment promotion role of social security can be optimized. Taking into account the commitment in many countries to build and extend unemployment insurance schemes and close protection gaps that emerged during the crisis, the enabling factors for the effective implementation of unemployment insurance and the link between income replacement and employment support measures will be highlighted.
- 15:45–16:15 *Coffee break*

16:15–17:30

Parallel session 5**Reducing inequalities, supporting families and empowering vulnerable populations**

The inclusiveness of societies is directly related to societal efforts to reduce inequalities, support families and empower vulnerable populations. Social security is a key instrument to achieve these objectives. However, in view of persistent gender and other inequalities, changing family structures and heightened vulnerability due to the recent crisis and the current economic context, social security systems need to be adapted to strengthen their contribution to inclusive societies.

This session will highlight social security strategies in this regard and discuss how social security can effectively respond and adapt to changing societies. A specific focus of the session will be on reducing gender inequalities, the contribution of social security systems to equal opportunities for children and support to families during life transitions.

16:15–17:30

Parallel session 6:**Towards sustainable and adequate health coverage for all**

Health coverage is a key priority for people, a core component of resilience and the social security branch in which most progress in coverage extension has been achieved in recent years. However, health coverage systems face important challenges in a dynamic context of ageing societies, health technology development, changing disease patterns, increasing long-term care needs and financing concerns.

This session will analyse these challenges and discuss promising strategies regarding the further extension of coverage, the delivery of benefit packages that are of high quality, financially sustainable and adequate and the use of opportunities arising from innovation in the health care sector. It will highlight recent good practices and also discuss the long-term impact of the COVID-19 pandemic on health coverage systems.

17:45–18:30

Meeting of the ISSA membership from Africa

20:00–22:30

Gala dinner*At the invitation of the Deposit and Management Fund**(Caisse de Dépôt et de Gestion – CDG)**Beldi Country Club (Approx. 10 km from Palais des Congrès)**Km 6, Route de Barrage, «Cherifia», Marrakech*

Friday, 28 October 2022

MEETING GLOBAL NEEDS FOR SOCIAL SECURITY AND JUST SOCIETIES

09:30–12:00*

**Plenary session
World Social Security Summit**

A highlight of the Forum, the World Social Security Summit will focus on strategies and policy initiatives to meet the evolving needs of populations for social security protection.

In the context of multiple transitions and economic uncertainty, the Summit will highlight social security policies and measures that contribute to just, inclusive and resilient societies. The Summit will also emphasize the important role of institutional capacities to successfully implement and achieve policy objectives

**Including coffee break*

12:00–12:30

Ceremony: ISSA Award for Outstanding Achievement in Social Security

The recipient of the ISSA Award for Outstanding Achievement in Social Security will be recognized at a special ceremony. The ISSA Award has been initiated to offer worldwide recognition of exceptional commitment and achievements in the field of social security.

12:30–13:00

Closing session

In the closing session, the ISSA leadership will summarize the main outcomes and achievements of this global event and express the gratitude of the Association to the host organization of the Forum.

13:00–14:30

Lunch for delegates attending the ISSA Council**
At the invitation of the ISSA

14:30–17:00

39th Session of the ISSA Council**

The ISSA Council is the electoral body of the Association and consists of the designated titular and substitute delegates to the Council. The ISSA Council will take decisions on the ISSA Programme and Budget for the triennium 2023–2025, the renewal of the mandate of the Secretary General and elect the ISSA President, ISSA Treasurer as well as the members of the Control Commission and of the Bureau for the same period.

Coffee break in the afternoon

*** Please note that participation is restricted to members of the Council*

17:00–17:30

126th meeting of the ISSA Bureau*

The Bureau of the Association is the governing body of the ISSA. It is composed of the President, the Treasurer, the Secretary General, and members representing different geographical regions of the world.

** Please note that participation is restricted to members of the Bureau.*