

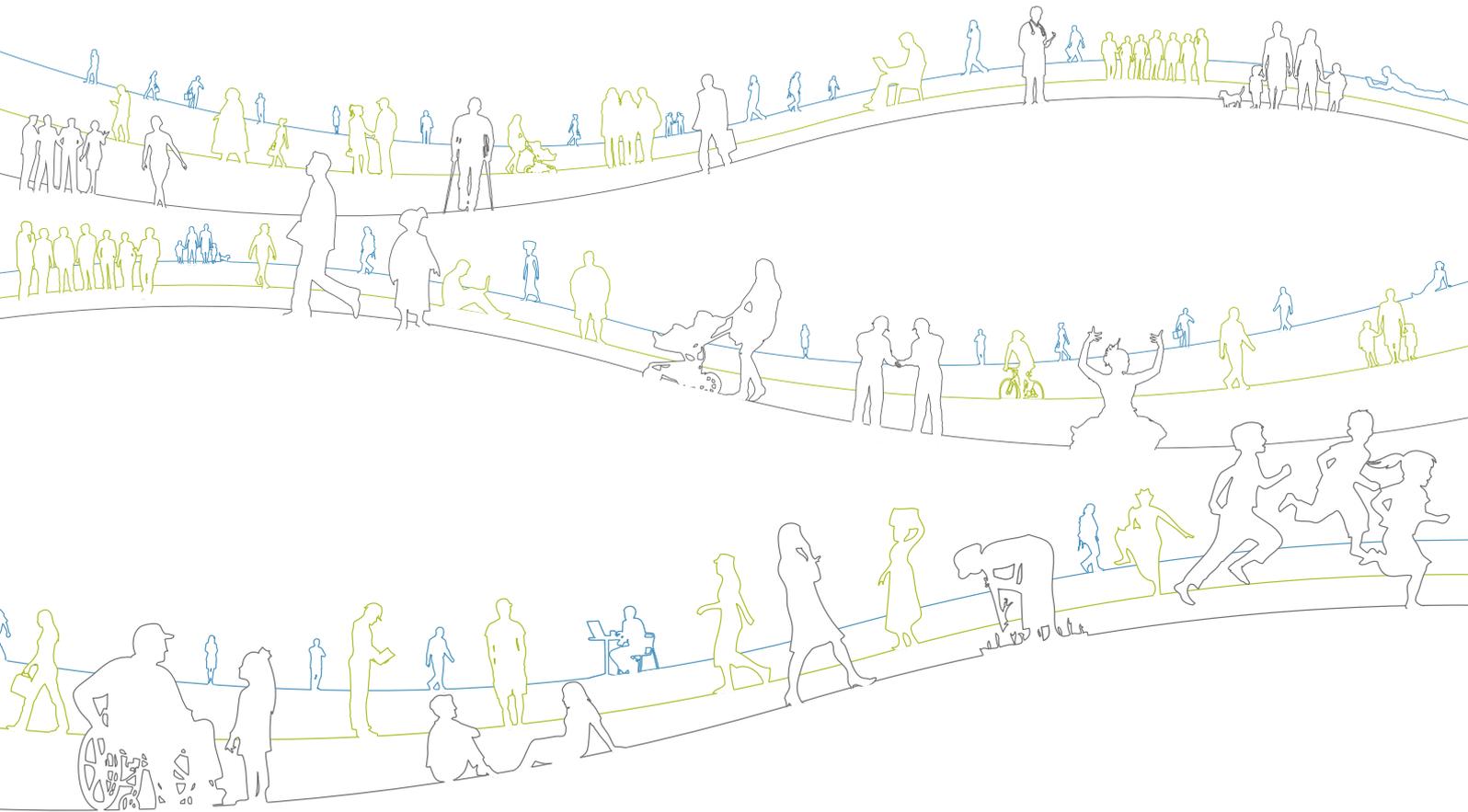


issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

↗ **Annual
Review**

[2012-2013]



➤ The ISSA at a glance

The International Social Security Association is the world's leading international organization bringing together social security agencies and institutions. The ISSA promotes dynamic social security as the social dimension in a globalizing world through supporting excellence in social security administration.

The ISSA provides access to information, expert advice, social security standards and practical guidelines, benchmarking opportunities, good practices and platforms for members to build and promote dynamic social security systems worldwide.

Founded in 1927, the ISSA has its headquarters at the International Labour Office, in Geneva.

[The ISSA in facts & figures]

All figures are for 2012, unless otherwise specified

85

years since ISSA was created in 1927

2,596

libraries worldwide accessed the *International Social Security Review*

1,003,890

pageviews of the ISSA Website

338

member organizations in

159

countries (August 2013)

323

good practices in social security listed in the ISSA database

1,118,032

unique visitors to the ISSA Website (since launch in June 2008) from

219

countries and territories

2,279

participants in ISSA events (June 2012 to May 2013)

[The ISSA Officers]

PRESIDENT

Errol Frank Stoové (Netherlands)

TREASURER

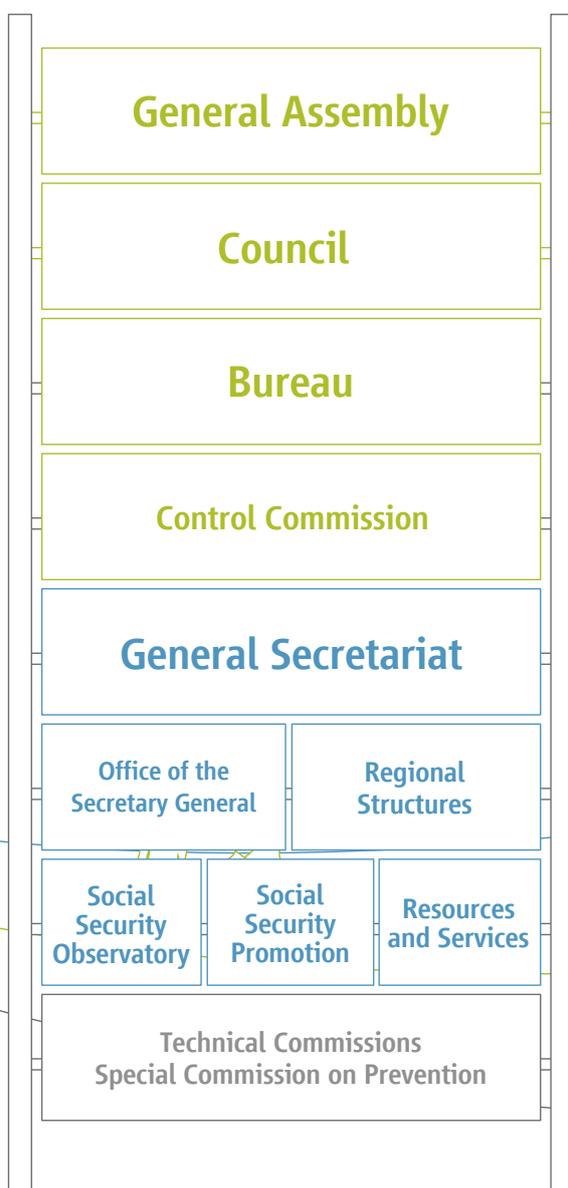
Philippe Conus (Switzerland)

VICE-PRESIDENT

Datuk Kathiravelu Selvarajah (Malaysia)

SECRETARY GENERAL

Hans-Horst Konkolewsky (Denmark)



[Technical Commissions]

The ISSA Technical Commissions, constituted by specialists from ISSA member organizations, and the Special Commission on Prevention and its network of International Prevention Sections, carry out a range of meetings and studies in the framework of the triennial ISSA programme.

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

↗ The year in review

The past year has been marked by major developments in the world of social security, and also within the ISSA, as the Association is preparing for a new era in its strategic relations with its member organizations, and the pillars underlying this exciting development are nearing completion.

For over 85 years, the ISSA has offered exclusive platforms for social security decision-makers to meet and exchange views, and has provided access to expert knowledge, data and support through a unique international network of social security organizations around the world.

Building on this exclusive historical role and position, the ISSA Secretariat has, under the auspices of the Technical Commissions, prepared a comprehensive set of guidelines which will form the backbone of a major and innovative strategic development for the coming years, namely the creation of a Centre for Excellence in Social Security Administration, which is further detailed in this *Annual Review*.



As part of our results-based programming and budgeting methodology, the ISSA organized a global member survey to evaluate and analyse the views, evolving interests and priorities of members. More than 80 per cent of member organizations actively participated in this survey, demonstrating the strong commitment of our membership. The survey results demonstrated an overall very positive feedback on the quality, relevance and impact of the ISSA's wide range of member products and services, and provided an important input to the direction of future activities.

Core issues such as the extension of social security coverage, and proactive and preventive social security, have assumed greater importance in the Association's work during this triennium, and one notable highlight was the publication of an important comparative study on social security in the BRICS countries.

The past year was one of exceptionally intense activity, as the ISSA is approaching the completion of its triennial programmatic cycle. Among the major events during the period were the ISSA International Conference of Social Security Actuaries and Statisticians, the ISSA's International Research Seminar and the Regional Social Security Forums for the Americas, for Asia and the Pacific, and for Europe. A particularly successful outcome has been the record number and high quality of entries to the Good Practice Awards presented at each Forum, illustrating the innovative and dynamic nature of social security in all regions.

Recognizing an historic milestone for social security, the ISSA welcomed the adoption by the International Labour Organization in June 2012 of a Recommendation concerning national floors of social protection. With the memorandum of understanding signed in May last year with the ILO, the ISSA, through its unique network of member organizations, has an important future role to play in the implementation of the social protection floors.



A major stage in the ISSA's own history was marked in October, as the ISSA celebrated its 85th anniversary. The commemoration was an opportunity to take stock of the longstanding achievement, and to look ahead to some of the megatrends and challenges shaping social security worldwide – and to prepare for a renewed strategy that will undoubtedly mark a new chapter in the history of the ISSA.

We sincerely thank all members and partners who have shared their knowledge, contributed their expertise and assisted the ISSA in developing and implementing the many activities and outputs of the Association during this past year. A special thanks to the ISSA staff and management for their commitment and hard work to achieve our ambitious programme objectives.

We look forward to continued close collaboration in working towards excellence in social security!



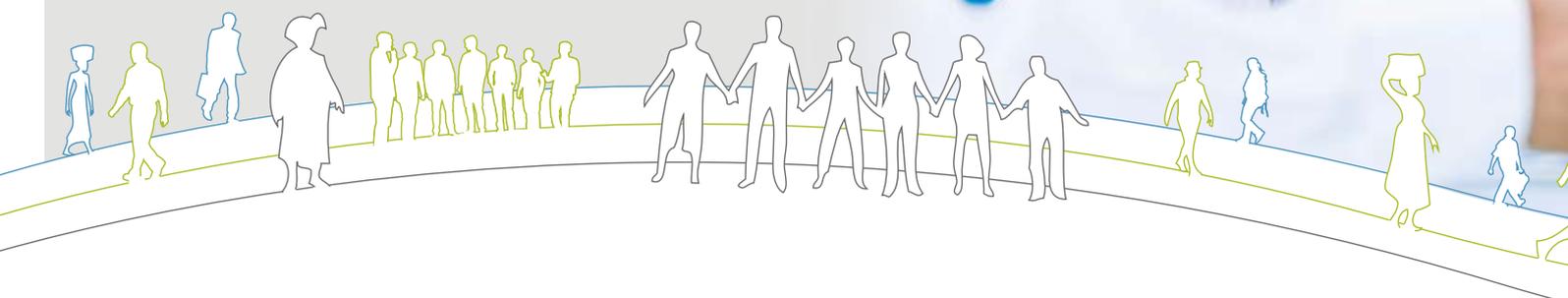
Errol Frank Stoové
ISSA President



Hans-Horst Konkolewsky
ISSA Secretary General

➤ Promoting excellence in social security

The ISSA is expanding its core services to strengthen the institutional capacities of social security organizations

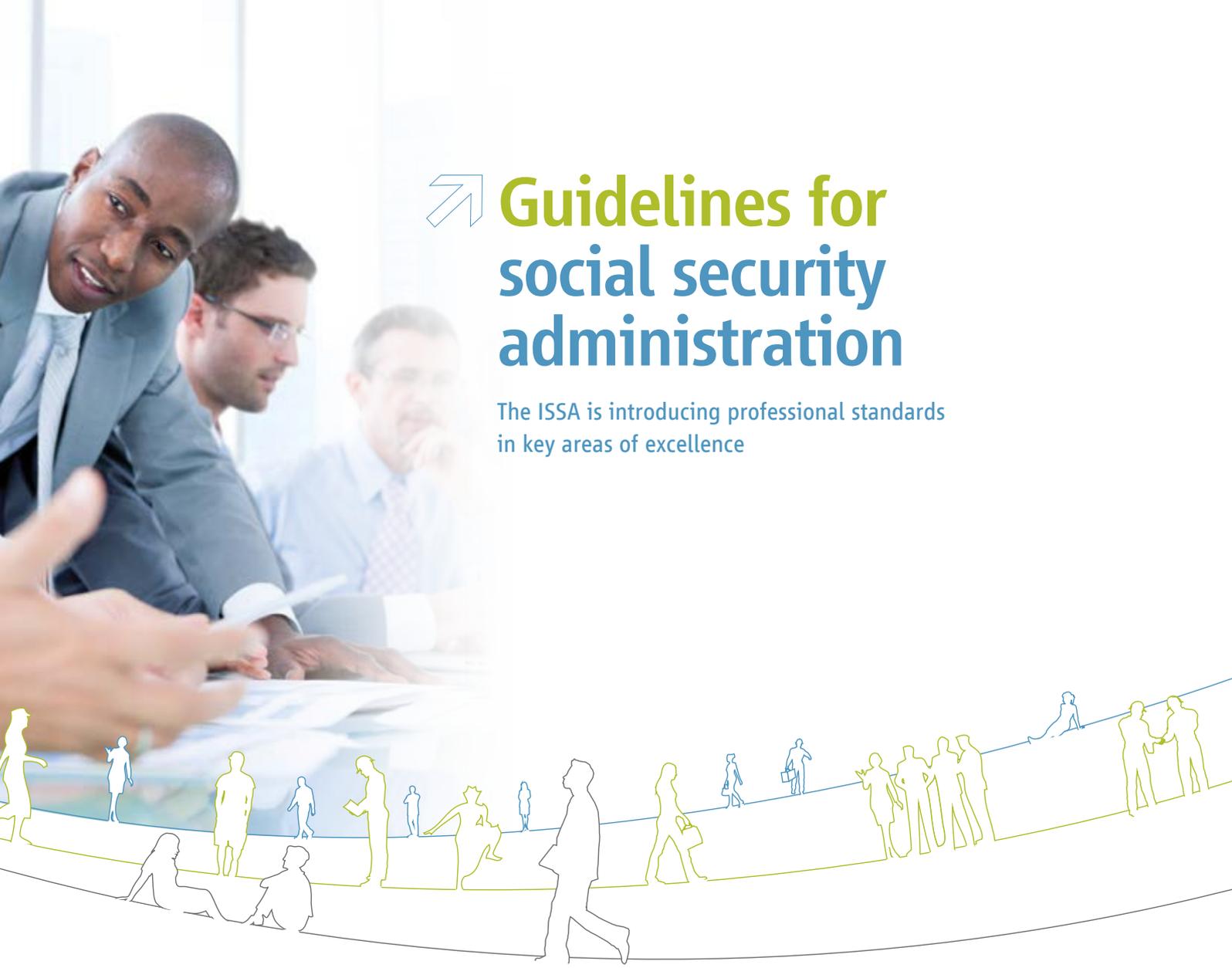


Excellence in social security administration is increasingly recognized as a condition for accessible, sustainable and effective social security systems. Rooted in its mandate to promote social security through improvements in its administration, the ISSA is laying the foundations for a Centre for Excellence which will provide new products and services in support of member institutions working towards administrative improvements.

The ISSA Centre for Excellence, which will be launched at the World Social Security Forum in November 2013, is based on a process model for the strengthening of administrative capacities by member institutions towards a benchmark defined in the ISSA Guidelines.

By providing practical support to member institutions facing challenges in their administrative improvement initiatives, the ISSA aims to become a key business development partner for the senior management of each member institution, and to strengthen its contribution to the development of dynamic social security systems worldwide.





➤ Guidelines for social security administration

The ISSA is introducing professional standards in key areas of excellence

The cornerstone of the Centre for Excellence in social security administration will be a series of ISSA Guidelines – internationally-recognized professional standards developed under the auspices of the ISSA Technical Commissions. The ISSA Guidelines will help member institutions to acquire knowledge of what constitutes excellence within the administrative area concerned, and therefore assist in the setting of objectives by defining benchmarks for improvement.

The Guidelines initially cover eight key areas of social security administration, and will be made available through a user-friendly Web interface providing members with a short overview as well as easy access to the text of each guideline.

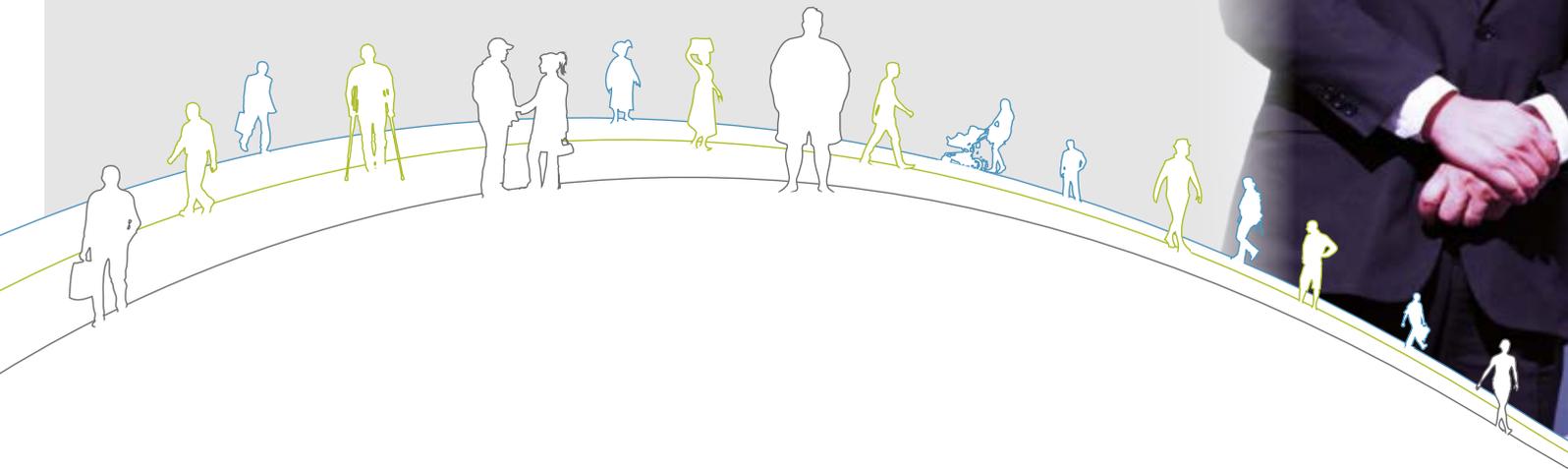
Additional Guidelines on actuarial valuations, the extension of coverage to difficult-to-cover groups, and communication by social security institutions will be developed during the ISSA triennium 2014–16.

[ISSA Guidelines for social security administration Eight focus areas of excellence]

- ✓ Good governance
- ✓ Service quality
- ✓ Information and communication technology
- ✓ Contribution collection and compliance
- ✓ Investment of social security funds
- ✓ Return to work and reintegration
- ✓ Workplace health promotion
- ✓ Prevention of occupational risks

➤ Social security in the Americas Innovation and transformation

The Americas region has realized significant social achievements during the last decade



During the Regional Social Security Forum for the Americas, which took place in Lima, Peru, from 5 to 7 December 2012, social security administrators and experts from the Americas welcomed the extension of social security across the region and considered how to nurture the core values that can contribute to a social security culture.

The Americas region has realized significant social achievements during the last decade, but social security institutions in the region still face a number of challenges in the provision of adequate social protection, and notably in the extension of social security coverage.

According to the report on developments and trends presented at the Forum, social security systems throughout the Americas region are contributing to a reduction in poverty and inequality through a combination of innovative programme designs and tailored approaches to coverage

extension. The report, *The Americas: Improving coverage through the innovative transformation of social security*, analyses four dimensions of social security in the region: extending coverage under financial constraints; social security's role in reducing inequalities; effective measures to manage fragmentation in benefit provision and delivery; and investment in social security education and culture – an essential element of proactive and preventive responses.

The Regional Social Security Summit, which concluded the event, highlighted the growing importance of proactive and preventive approaches to social security, and recognized that these approaches require an active involvement of all actors in society.

Learn more:

www.issa.int/rssf-americas12

Seguridad Social para las Américas Social Security for the Americas



ISSA Good Practice Award for the Americas

The ISSA Good Practice Award for the Americas 2012 was awarded to Argentina's Secretariat for Social Security in recognition of its national social security policy to provide more and better jobs for young people.

The international jury also awarded seven certificates of merit with special mention for good practices in social security to projects from the following institutions:

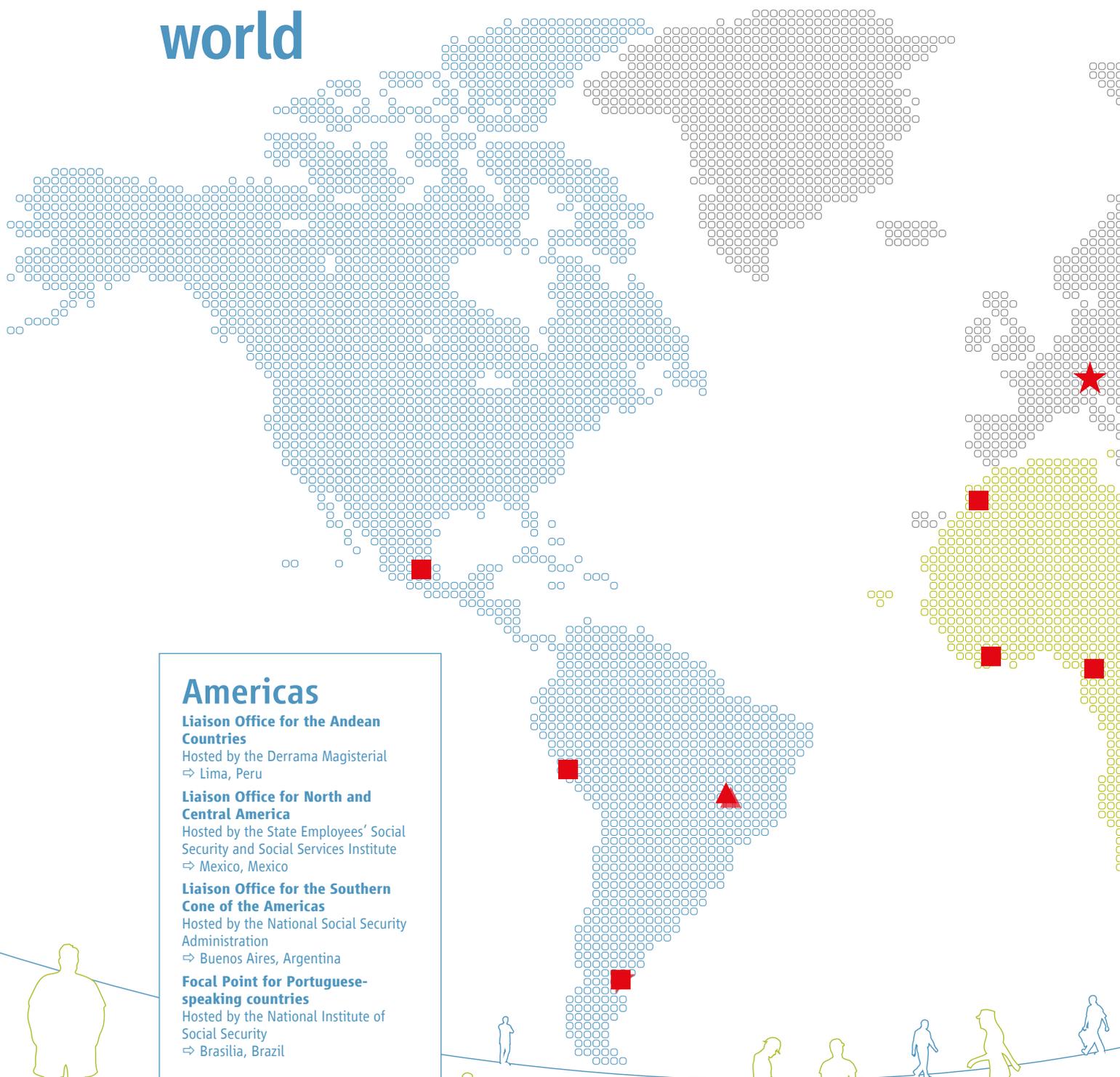


- National Social Security Institute, Brazil
- Quebec Pensions Board, Canada
- Mexican Social Security Institute, Mexico
- State Employee's Social Security and Social Services Institute, Mexico
- Social Insurance Fund, Panama
- EsSalud - Social Health Insurance Institute, Peru
- Social Insurance Bank, Uruguay

Consult the ISSA good practices in social security database:

www.issa.int/goodpractices

↗ The ISSA around the world



Europe

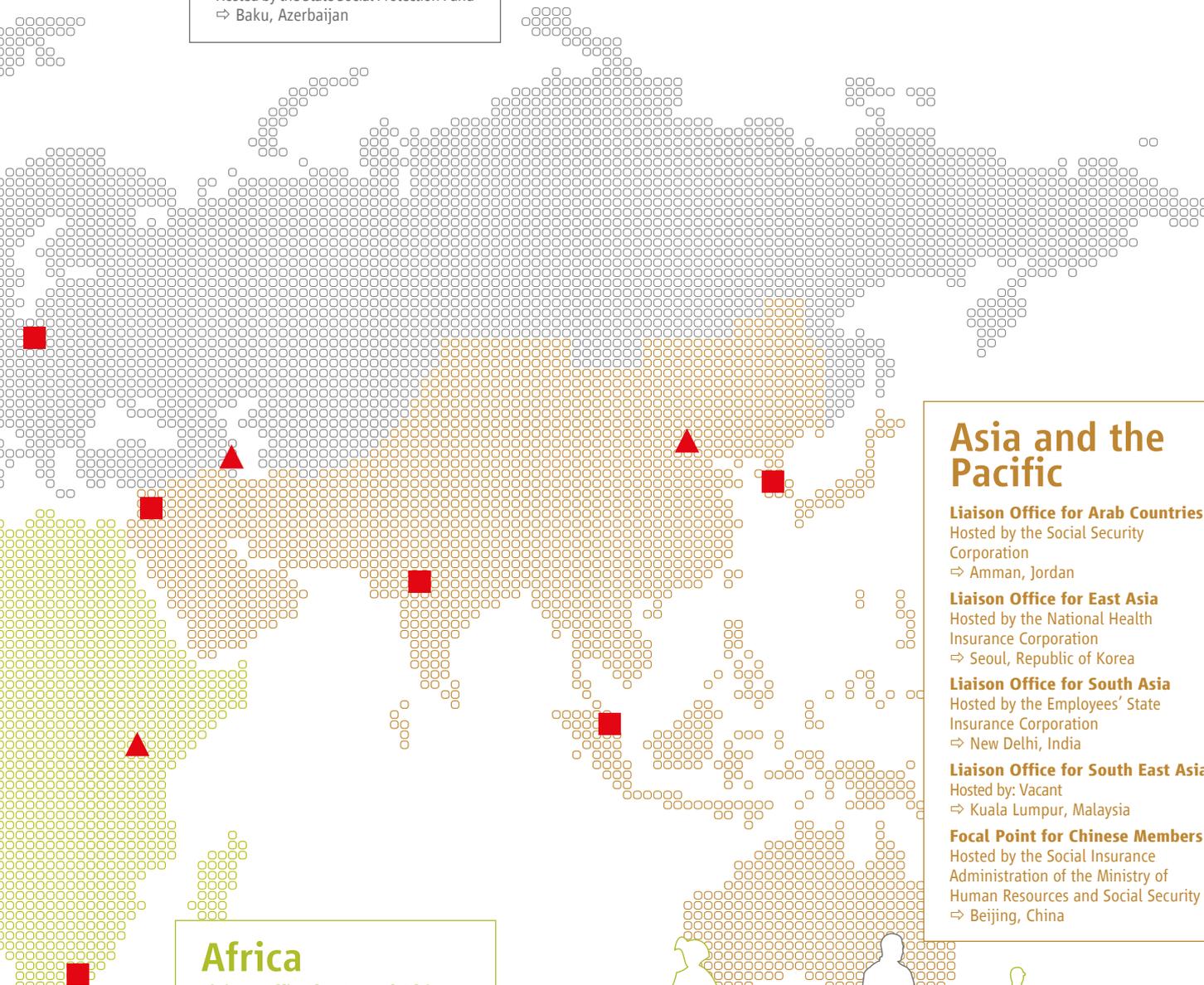
ISSA European Network

Steering Committee chaired by the Social Insurance Institution
⇒ Warsaw, Poland

Focal Point for Eurasia

Hosted by the State Social Protection Fund
⇒ Baku, Azerbaijan

- ★ General Secretariat
- Liaison Office / Network
- ▲ Focal Point



Asia and the Pacific

Liaison Office for Arab Countries

Hosted by the Social Security Corporation
⇒ Amman, Jordan

Liaison Office for East Asia

Hosted by the National Health Insurance Corporation
⇒ Seoul, Republic of Korea

Liaison Office for South Asia

Hosted by the Employees' State Insurance Corporation
⇒ New Delhi, India

Liaison Office for South East Asia

Hosted by: Vacant
⇒ Kuala Lumpur, Malaysia

Focal Point for Chinese Members

Hosted by the Social Insurance Administration of the Ministry of Human Resources and Social Security
⇒ Beijing, China

Africa

Liaison Office for Central Africa

Hosted by the National Social Insurance Fund
⇒ Yaoundé, Cameroon

Liaison Office for North Africa

Hosted by the National Social Security Fund
⇒ Casablanca, Morocco

Liaison Office for Southern Africa

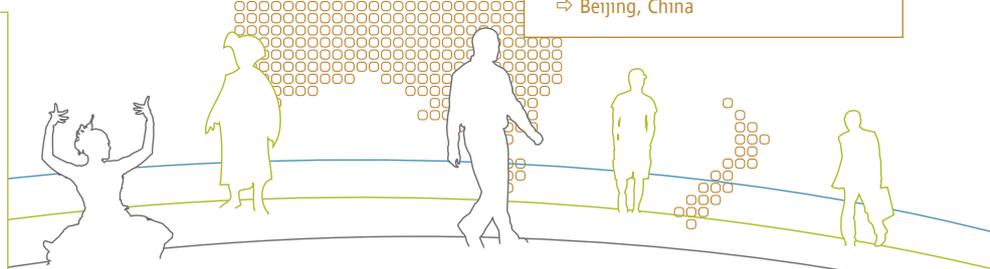
Hosted by the Department of Social Development
⇒ Pretoria, South Africa

Liaison Office for West Africa

Hosted by the Social Insurance Institute - National Social Insurance Fund
⇒ Abidjan, Côte d'Ivoire

Focal Point for East Africa

⇒ Nairobi, Kenya



ISSA member organizations (August 2013)

	Affiliate members	Associate members	Total
Africa	80	11	91
Americas	44	16	60
Asia-Pacific	47	16	63
Europe	97	27	124
Total	268	70	338

➤ Asia and the Pacific Innovative and proactive social security

Social security is making a crucial contribution to meeting wider developmental goals



The Regional Social Security Forum for Asia and the Pacific region provided a unique platform for analysis and exchange by social security leaders from throughout the region on how governments and institutions can manage the rapid economic, demographic and social change affecting all countries. The Forum took place in Seoul, Republic of Korea, from 30 October to 1 November 2012.

Governments in Asia and the Pacific have embraced social protection as a means to address poverty and inequality and to promote the general health and well-being of their citizens, and there is now widespread recognition of the essential contribution of social security to meeting wider developmental goals.

The report on developments and trends prepared for the Forum highlighted four major trends in social security in the region: first, social security is becoming more forward-looking in anticipating key challenges; second, coverage

extension is being realized and with positive impact; third, there is an increasing recognition of the essential role of social security in responding to crises including natural disasters, with social security as a key element in coordinated responses to shocks; and fourth, the increasing complexity of societal, demographic and environmental challenges is requiring social security responses that are not only sustainable but ever more innovative. The report recognized that modern management and ICT are helping social security systems in Asia and the Pacific to face these complex challenges.

Closing the Forum, the Regional Social Security Summit underscored the critical importance of policy coherence and coordination to generate public and political will for social security in a period of rapid change.

Learn more:
www.issa.int/rssf-asiapacific12



ISSA Good Practice Award for Asia and the Pacific

The ISSA Good Practice Award for Asia and the Pacific 2012 was awarded to China's Ministry of Human Resources and Social Security in recognition of its unparalleled and rapid deployment of a comprehensive system to provide access to basic universal health insurance for the Chinese population.

The independent jury also awarded six certificates of merit with special mention for good practices in social security to projects from the following institutions:



- Social Security Corporation, Jordan
- Korea Workers' Compensation & Welfare Service, Republic of Korea
- National Pension Service, Republic of Korea
- Public Authority for Social Insurance, Oman
- Central Provident Fund Board (Ministry of Manpower), Singapore
- Social Security Office, Thailand

Consult the ISSA good practices in social security database:

www.issa.int/goodpractices

➤ Europe Sustaining comprehensive social security in times of crisis

Social security systems have mitigated the effects of economic upheaval, but face major challenges



Social security systems in Europe are implementing innovative and effective responses to the crisis, but are facing long-term challenges to their sustainability that will require important changes, participants concluded at the ISSA Regional Social Security Forum for Europe.

The Regional Forum was held in Istanbul, Turkey, from 28 to 30 May 2013, and was hosted by the Social Security Institution of Turkey. Almost 300 administrators and senior managers from social security organizations in 35 countries attended the event.

European social security systems have played a crucial role in mitigating the effects of the economic crisis, but are experiencing unprecedented pressures due to record unemployment and the effects of demographic ageing that will require reforms to consolidate their social role and ensure their financial sustainability, according to the ISSA developments and trends report presented at the Forum.

Faced with these challenges, the Forum concluded that social security systems must reinforce proactive and preventive approaches that combine compensation with policies which anticipate needs and invest in preventive measures, that maximize the use of technology to improve the capacity of administrations, and that provide information to enhance the understanding and responsibility of beneficiaries and citizens.

ISSA Good Practice Award for Europe

Belgium's National Employment Office and Italy's National Employment Accident Insurance Institute received ex-aequo the ISSA Good Practice Award for Europe 2013, in recognition of their proactive and preventive national strategies to, respectively, reduce unemployment and promote better occupational health and safety management.

The jury also awarded seven certificates of merit with special mention for good practices in social security to projects from the following institutions:

- Statutory Accident Insurance for Public Administration Organizations, part of German Social Accident Insurance, Germany
- State Social Insurance Agency, Latvia
- Social Insurance Institution, Poland
- General Treasury of the Social Security, part of the Federation of Administrative Bodies of Spanish Social Security, Spain
- Public Employment Service, Sweden
- Swedish Pensions Agency, Sweden
- Social Security Institution, Turkey

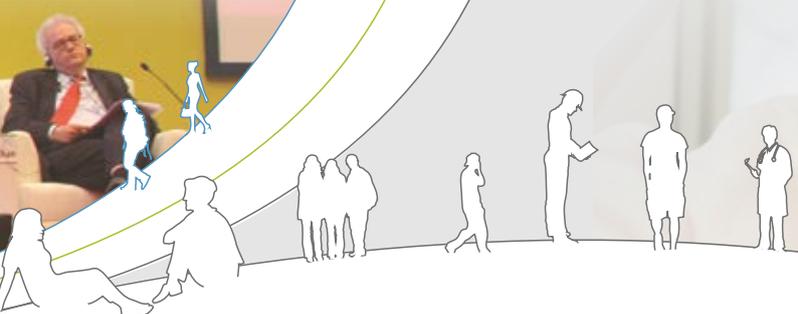
Consult the ISSA good practices in social security database:

www.issa.int/goodpractices



➤ Social security and a culture of prevention

Protecting workers' health today requires a comprehensive approach



XX World Congress on Safety and Health at Work 2014

Global Forum for Prevention
24–27 August 2014 • Frankfurt • Germany

Proactive and preventive social security is a pillar of the ISSA's vision. It involves a comprehensive preventive approach that protects and promotes workers' health in all social security branches and that enhances prevention of occupational risks, workplace health promotion, rehabilitation and reintegration. While prevention efforts over the last decades have resulted in many positive outcomes, numerous challenges to workers' health remain, due to a dramatically changing world of work. Through its Special Commission on Prevention and its 12 International Prevention Sections, the ISSA has established a unique expert network of organizations and individuals involved in the prevention of work-related accidents and health problems in different sectors of industry.

In recognition of its "decisive" contributions to safety and health at work, the ISSA was given the renowned CIIP Award 2013 by the Italian Inter-Association Council for Prevention, at a ceremony in April in Rome, and in October 2012 the ISSA Secretary General received the prestigious Quijote Award from the Spanish Society of Medicine and Safety at Work at an international prevention congress in Toledo.

With the most important international occupational safety and health event only a year ahead, preparations of the XX World Congress on Safety and Health at Work: Global Forum for Prevention, have gained momentum. The Congress will be

held on 24–27 August 2014 in Frankfurt, Germany, and is co-organized by the ISSA and the ILO and hosted by the German Social Accident Insurance (DGUV).

Learn more: www.issa.int/prevention

World Day for Safety and Health at Work 2013

As in previous years, the ISSA collaborated closely with the International Labour Organization (ILO) in support of the World Day for Safety and Health at Work on 28 April.

In 2013, the World Day focused on the prevention of occupational diseases. Worldwide, according to ILO estimates, more than 2.3 million work-related fatalities occur annually, with over 80 per cent caused by occupational diseases.

While work injury insurance systems have contributed to the reduction of occupational accidents, the prevalence of work-related illnesses continues to rise, and social security organizations must increase their efforts to help reduce occupational diseases through targeted prevention measures.

Learn more:

www.issa.int/safeday2013



➤ Extension of social security coverage

The ISSA supported a range of initiatives to bring social security to some of the world's vulnerable groups

The extension of coverage is one of social security's most important goals, and remains one of its greatest challenges. The ISSA and its member organizations are committed to extending social security coverage, and to promoting the role of social security institutions in achieving this objective.

The ISSA lent its support to international efforts that resulted in the adoption by the 101st International Labour Conference in June 2012 of an historic Recommendation on social protection floors (SPFs). The Social Protection Floor Initiative, coordinated by the International Labour Organization (ILO), seeks to introduce nationally-defined sets of basic social security guarantees which ensure basic income security and access to essential health care and other social services for all people. The ISSA joined the ILO and other UN agencies at the newly-established Social Protection Interagency Board, which aims to strengthen UN inter-agency coordination in support of country-led social protection measures.

Social security in the BRICS countries

The ISSA's research on extension of coverage in the BRICS countries – Brazil, the Russian Federation, India, China and the Republic of South Africa – resulted in the publication of a major study. Further research will compare innovations and developments in key areas in the five countries, including the deployment of large-scale ICT systems; the improvement of front-line social security services; and the extension of coverage to rural, informal-sector and migrant workers.

Self-employed workers

Extending social security coverage to the self-employed is a priority for many social security administrations and policy-makers. A new ISSA Handbook published in 2012 identifies key barriers to extending and improving coverage for the self-employed, and measures to address them. It focuses mainly on the provision of benefits through contributory social insurance schemes, and identifies common features that make the issues covered in the handbook relevant for most social security administrations.

Migrant workers

Increased migration in the Eurasia region has highlighted the issue of inadequate social security coverage for migrant workers. Social security administrations also face challenges as a result of worker mobility, including the ability to maintain coverage for migrant workers, and to register and protect migrant workers' contributions. The ISSA continued to work with the International Association of Pension and Social Funds (IAPSF) to develop a common framework guidance document for the social protection of migrant workers, with the involvement of representatives of social security organizations from the region.

The extension of social security coverage in the BRICS countries

The ISSA completed a comparative study that analyses developments in the five BRICS countries. As new drivers of global economic growth and major geopolitical players, the BRICS are also becoming well-known for their substantial commitments to social protection and the remarkable extension of social security coverage.

Examples of outstanding social protection initiatives include the Bolsa Família, a conditional cash-transfer programme implemented in Brazil; the National Rural Employment Guarantee Scheme and RSBY health insurance scheme for the informal sector in India; and a rights-based approach to social security in South Africa. China has made important breakthroughs in extension of social security coverage, notably in health care, while the Russian Federation has enhanced social protection for migrants and informal sector workers.

Consult the report, executive summaries and related information:

www.issa.int/BRICS



➤ Proactive and preventive approaches in social security

The ISSA promotes policies that anticipate risks and mitigate the need for compensation

Social security systems are increasingly integrating proactive and preventive approaches into policies and operations, in order to strengthen effective and efficient delivery of services – and to anticipate future social needs and mitigate the need for compensation.

Proactive measures in social security, including prevention and early intervention, aim to reduce social risks and the resulting need for social security benefits. They promote employment and facilitate reintegration into the labour market. This broadened role of social security requires social security institutions to build the capacity to anticipate evolving risks, and demands close coordination and cooperation both between various social security schemes and with wider public policy initiatives.

The ISSA, with its Technical Commissions, concentrated its research, analysis and exchange of good practices in four key areas:

Supporting employment and activity

Employment is essential for social security programmes and for economic and societal progress. It is therefore of paramount importance for social security to promote employment through maintaining and investing in human capital and through avoiding or delaying exit from the labour force.

Supporting health

Health is a key component of individual well-being and human capital, and is an important factor in managing and controlling social security expenditures. Health promotion, the adoption of integrated preventive approaches and a broader definition of health-care systems are therefore key measures in reducing the need for various benefits.

Supporting empowerment and responsibility

The traditional role of social security systems has been to protect individuals in the case of certain defined events. Complementary to this, more recent practices have enhanced approaches in social security that promote the freedom of choice, empowerment and independence of citizens.

Supporting sustainability

A recurrent concern in public policy is the financial sustainability of social security programmes. This has become particularly relevant for schemes such as old-age, invalidity, survivorship and health insurance schemes.

➔ ISSA resources for social security knowledge

New ISSA Web portal

The new ISSA Web portal, to be launched in late 2013, will facilitate access to the ISSA's unique knowledge base. The ISSA Web portal provides comprehensive information, news, data and analysis on social security developments worldwide. Access to the ISSA Centre for Excellence and other key resources is restricted to ISSA members.



www.issa.int

Publications and periodicals



INTERNATIONAL SOCIAL SECURITY REVIEW

First published in 1948, the *International Social Security Review* is the world's major quarterly publication in the field of social security. Articles by leading social security experts present international comparisons and in-depth discussions of topical questions, including a special issue on prevention in social security, and comparative analytical studies of social security policies and systems in various countries.

On subscription. From 2014, in English only

www.issa.int/review



SOCIAL POLICY HIGHLIGHT

The ISSA's regular policy publication presents concise analysis of key issues and significant developments in the world of social security, covering a range of topics in a user-friendly format.

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

www.issa.int/SPH

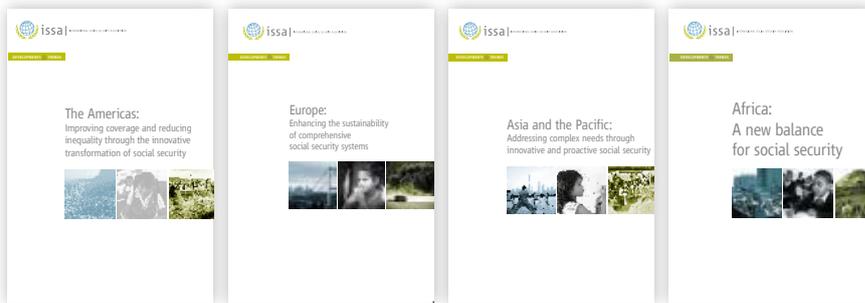


SOCIAL SECURITY OBSERVER E-NEWSLETTER

The ISSA's quarterly electronic newsletter, the *Social Security Observer*, focuses on developments in social security around the world. The newsletter includes analysis of key research and policy issues in social security, a summary of important reforms, a selection of recent publications of note on social security and an overview of ISSA news and major events.

Available in English, French, German and Spanish

www.issa.int/observer

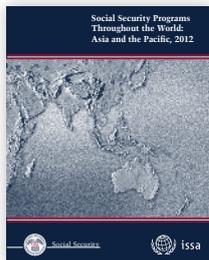


DEVELOPMENTS AND TRENDS IN SOCIAL SECURITY

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

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

www.issa.int/DT

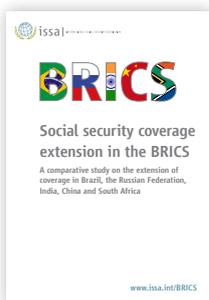


SOCIAL SECURITY PROGRAMS THROUGHOUT THE WORLD

The combined findings of this series, which includes volumes on Asia and the Pacific, Africa, the Americas and Europe, are published at 6-month intervals over a 2-year period. Each volume provides an overview of the features of social security programmes in the particular region. *Social Security Programs Throughout the World* is the product of a cooperative effort between the US Social Security Administration and the ISSA.

Available in English

www.issa.int/SSPTW

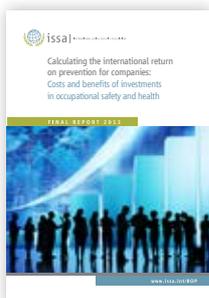


SOCIAL SECURITY COVERAGE EXTENSION IN THE BRICS: A COMPARATIVE STUDY

The ISSA comparative study on *Social security coverage extension in the BRICS* analyses the remarkable developments in social protection in the five BRICS countries.

Available in English. Executive summary in Chinese, English, French, German, Portuguese, Russian and Spanish

www.issa.int/BRICS



CALCULATING THE INTERNATIONAL RETURN ON PREVENTION FOR COMPANIES

The international study on *Calculating the international return on prevention* analyses the costs and benefits of investments in occupational safety and health for companies in 19 countries.

Available in English

www.issa.int/ROP

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www.issa.int/flickr



www.issa.int/twitter

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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

ISSA General Secretariat

4 route des Morillons
Case postale 1
CH-1211 Geneva 22

T: +41 22 799 66 17

F: +41 22 799 85 09

E: issa@ilo.org

www.issa.int

For information on joining the ISSA:
www.issa.int/join

