



**issa**

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

**ANNUAL REVIEW**  
**[ 2011-2012 ]**



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# THE ISSA AT A GLANCE

## INTERNATIONAL SOCIAL SECURITY ASSOCIATION

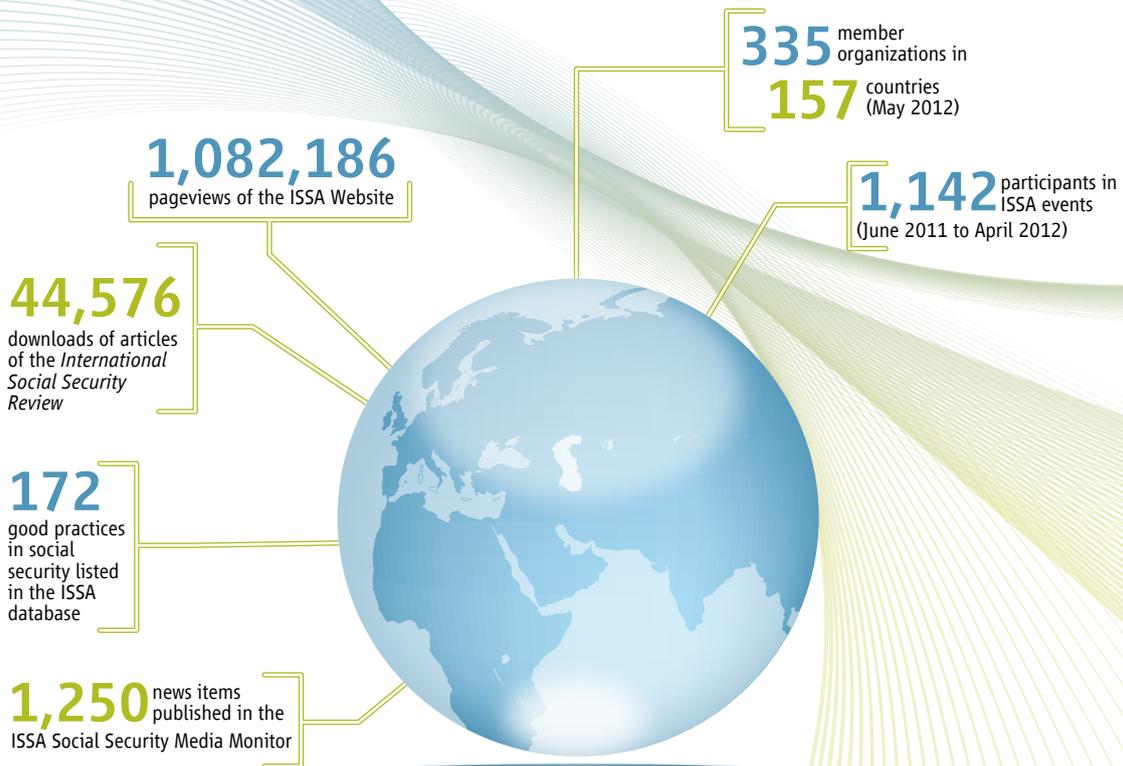
The International Social Security Association is the world's leading international organization bringing together social security agencies and institutions. The ISSA promotes dynamic social security as the social dimension in a globalizing world through supporting excellence in social security administration.

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 2011, unless otherwise specified





The World Social Security Forum and the 31st ISSA General Assembly will take place in Doha, Qatar, from 10 to 15 November 2013. The Forum will provide an exclusive opportunity to share knowledge, present new guidelines and practical tools and discuss innovative strategies for excellence in social security administration.

The event will be hosted by the General Retirement and Social Insurance Authority of Qatar.

Further information:

[www.issa.int/wssf2013](http://www.issa.int/wssf2013)

## GOVERNANCE

The statutory bodies of the ISSA are the General Assembly, the Council, the Bureau and the Control Commission.

## THE ISSA OFFICERS

**PRESIDENT:** Errol Frank Stoové (Netherlands)

**VICE-PRESIDENT:** Soliman S. Al-Humayyd (Saudi Arabia)

**TREASURER:** Philippe Conus (Switzerland)

**SECRETARY GENERAL:** Hans-Horst Konkolewsky (Denmark)

GENERAL ASSEMBLY

COUNCIL

BUREAU

CONTROL COMMISSION

GENERAL SECRETARIAT

Office of the  
Secretary General

Regional  
Structures

Social Security  
Observatory

Social Security  
Promotion

Resources and  
Services

Technical Commissions  
Special Commission on Prevention

## 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 ISSA's capacity and outreach for the promotion and development of social security worldwide has been significantly strengthened during the last year, in particular as a consequence of two decisive initiatives that will further enhance the ISSA's role and shape its future direction as the world's leading international organization of social security agencies and administrations.

The commitment of the ISSA to nurture excellence in social security administration was given new impetus by a decision to produce a series of practical tools and guidelines. Building on the good governance guidelines presented at the World Social Security Forum in 2010, the ISSA Secretariat has now laid the foundation for a centre for excellence in social security administration.

The centre for excellence will include a series of international professional standards in social security administration, self-assessment tools, good practices, benchmarking opportunities and a recognition element for high performance by institutions. We are convinced that this initiative has the potential to greatly reinforce the service and value-added provided by the ISSA to its members in the coming years, in line with our strategic objective to facilitate capacity building in the Association's global membership.

Secondly, following the launch of the ISSA strategy on the extension of social security coverage, the Association actively contributed to the discussion on social protection during the 100th International Labour Conference in 2011, which involved representatives of the 183 member states of the International Labour Organization (ILO). An outcome of this event was the signing of a Memorandum of Understanding between the ISSA and the ILO, the first in our 85 years of partnership. This historic agreement recognizes the complementarities and potential of strengthened coordination of ISSA and ILO capacities, particularly in the extension of social security coverage, and commits the two organizations to closer programmatic and strategic cooperation.

With the aim of providing high value for members, the ISSA has again offered a range of exclusive opportunities for members to exchange experience on a range of priority issues. The year has been shaped by a series of major events responding to the needs and priorities of members, notably

the World Congress on Safety and Health at Work, and the Regional Social Security Forum for Africa, and which are summarized in this *Annual Review*. In addition, through enhanced use of practical online tools and multimedia coverage of major events, the ISSA has brought its knowledge and services closer to members in all regions.

Preparations have started for the World Social Security Forum, which will take place in Qatar in 2013. The Forum will mark the culmination of the ISSA's three-year programme, and will provide a privileged platform for exchange and debate for social security leaders from around the world.

We would like to take this opportunity to thank the many member institutions that have generously hosted events and regional structures during the past year. The support and commitment of ISSA members once again confirms the strength and dynamism of our Association. Our gratitude also goes to the ISSA staff at the Secretariat and in the regions for their outstanding efforts and achievements.



Errol Frank Stoové  
ISSA President

A handwritten signature in black ink, appearing to be 'Errol Frank Stoové'.



Hans-Horst Konkolewsky  
ISSA Secretary General

A handwritten signature in black ink, appearing to be 'Hans-Horst Konkolewsky'.



# EXCELLENCE IN SOCIAL SECURITY ADMINISTRATION

Optimal administrative and operational performance is an essential objective for the management of social security programmes

## GUIDELINES FOR SOCIAL SECURITY ADMINISTRATION

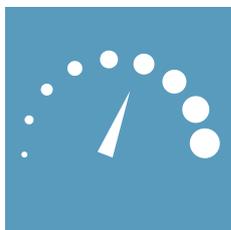
The ISSA's objective is to assist its members in achieving progress towards administrative excellence by providing them with relevant and high-quality products and services.

The preparation of practical tools for social security managers and administrators is a central element of the current ISSA programme. Following the launch of guidelines on good governance of social security institutions in 2010, the ISSA Secretariat is giving priority to the development of guidelines for other key areas of social security administration. These

guidelines are intended to provide social security institutions with professional standards, self-assessment tools and good practice solutions and form part of the ISSA's strategy to develop the capacity of social security administrations.

Guidelines in preparation by the ISSA will cover a range of areas, including the investment of social security funds, service quality, ICT in social security, compliance and contribution collection, prevention and return to work.

## THE INTERNATIONAL BAROMETER OF SOCIAL SECURITY ADMINISTRATIONS



The International Barometer of Social Security Administrations is a unique online tool that allows social security managers to compare the administrative performance of their organization based on key indicators, with

international averages and best practices.

The information drawn from this benchmarking tool will assist institutions to assess their current situation as well as to define performance-enhancing strategies with a view to ensuring recognition of performance at the national level.

*ISSA Good Governance Guidelines for Social Security Institutions:*

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





# PROMOTION OF SOCIAL SECURITY AT THE INTERNATIONAL LEVEL

## The ISSA formalized a strategic partnership with the International Labour Organization

The core mandate of the ISSA is to promote the development of social security throughout the world, and the ISSA strives to uphold social security at the international level. The ISSA contributed actively to the discussions on the UN Social Protection Floor at the 100th Session of the International Labour Conference (ILC) in Geneva in June 2011, and raised

the profile of the ISSA strategy for the extension of social security coverage.

As one outcome of the ILC discussion, the ISSA has formalized an agreement with the International Labour Organization to strengthen cooperation in the area of social security. The agreement recognizes the potential of strengthened coordination of ILO and ISSA capacities, and commits the two organizations to closer programmatic and strategic cooperation in a number of key areas. It is the first agreement on programmatic partnership since the ISSA was founded under the auspices of the ILO 85 years ago.

The ISSA also reinforced its collaboration and strategic partnerships with a number of other organizations at the regional and international levels, with the objective of promoting synergies and the exchange of expertise.



International Labour Organization

The Memorandum of Understanding was signed by Assane Diop, Executive Director of the ILO's Social Protection Sector (left), and Hans-Horst Konkolewsky, ISSA Secretary General



# A GLOBAL CULTURE OF PREVENTION

The World Congress on Safety and Health at Work affirmed the role of social security in ensuring safe and healthy work



## 8th INTERNATIONAL FILM AND MULTIMEDIA FESTIVAL

A highlight of the Congress was the International Film and Multimedia Festival, which attracted 232 entries from 30 countries. During the closing ceremony of the Congress, the international jury awarded first prizes to films from Brazil, Switzerland and the United Kingdom. In the multimedia category, the first prize was given to a production from Sweden.

Watch the winning films: [www.issa.int/8thIFMF](http://www.issa.int/8thIFMF)

The ISSA co-organized the XIX World Congress on Safety and Health at Work in Istanbul, Turkey, 11-15 September 2011 – the largest gathering of health and safety experts in the history of the Congress.

Congress participants identified trends that are influencing safety and health in the workplace, including the impact of the economic crisis, the potential risks of new technologies such as nanotechnologies, climate change and the effects of globalization, as well as increased migration and the growth of the informal economy. To address the increasing complexity of safety and health challenges, a more integrated and holistic prevention approach, incorporating risk prevention, health promotion and return-to-work policies, is needed.

The delegates concluded the event with a call for decent work to be safe work and an appeal for a renewed commitment to build and maintain a global culture of prevention.

During the Congress, the ISSA presented the results of a study on the return on prevention that measures the economic costs and benefits of investments in occupational safety and health. The study compared data on interventions and analysed practices in 300 companies in 15 countries, and the results indicate that the return on investments in prevention may be as strong as 2.2:1, and even higher for direct interventions, for example investments in preventive medical check-ups and safety training. The final report on the study will be published by the ISSA in 2012.

The World Congress was co-organized by the ISSA with the International Labour Organization and was hosted by the Ministry of Labour and Social Security of Turkey.

Documents, videos and photos on:

[www.issa.int/worldcongress2011](http://www.issa.int/worldcongress2011)



# THE ISSA AROUND THE WORLD



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

## 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

## Americas

### Liaison Office for the Andean Countries

Hosted by the Derrama Magisterial  
Lima, Peru

### Liaison Office for North and Central America

Hosted by the State Employees' Social Security and  
Social Services Institute  
Mexico, Mexico

### Liaison Office for the Southern Cone of the Americas

Hosted by the National Social Security Administration  
Buenos Aires, Argentina

### Focal Point for Portuguese-speaking countries

Hosted by the National Institute of Social Security  
Brasilia, Brazil

## 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

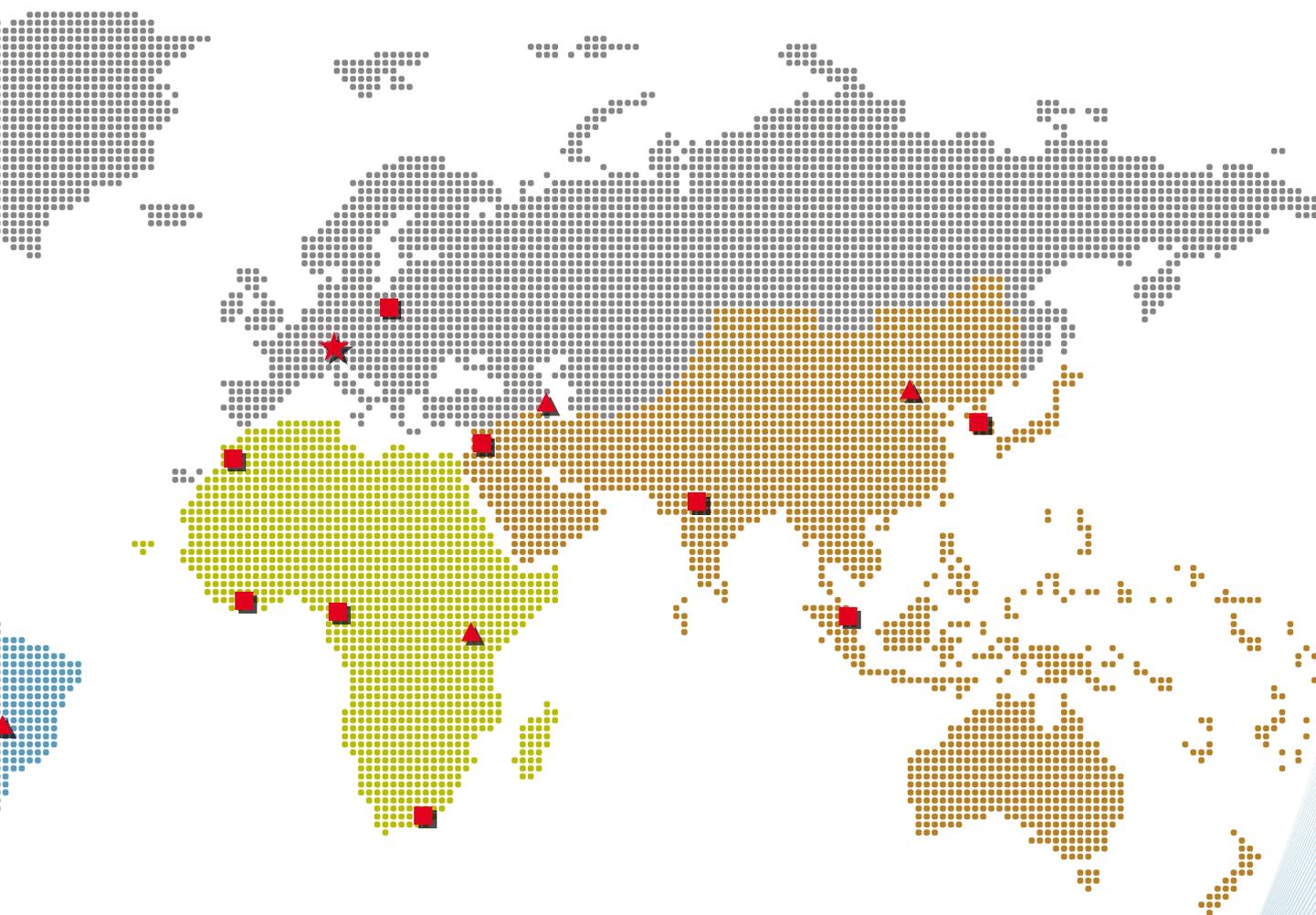
Hosted by the Employees' State Insurance Corporation  
New Delhi, India

### Liaison Office for South East Asia

Hosted by the Employees Provident Fund  
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



### ISSA member organizations *(May 2012)*

	Affiliate members	Associate members	Total
Africa	75	10	85
Americas	44	13	57
Asia-Pacific	47	17	64
Europe	101	28	129
<b>Total</b>	<b>267</b>	<b>68</b>	<b>335</b>

## 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



# TIME FOR SOCIAL SECURITY IN AFRICA

The Regional Social Security Forum for Africa highlighted the contribution of social protection to sustainable development in the region

**African governments are increasingly embracing social protection as a means to address poverty and inequality and to promote the general health and well-being of their citizens. The essential contribution of social security to economic and social development in the region was the focus of the Regional Social Security Forum for Africa, which took place in Arusha, United Republic of Tanzania, from 5 to 7 December 2011.**

The Forum involved almost 250 participants, including ministers, CEOs and senior managers of social security organizations from 35 African countries, and analysed developments in the extension of coverage, the adequacy of benefits and innovation in the use of information and communication technologies. While social security schemes exist in almost all African countries, and many are expanding their reach, a majority of citizens still do not have access to social protection.

In a report that was launched at the Forum, *Africa: A new balance for social security*, the ISSA presented an analysis of recent developments and trends in social security on the African continent. The report points to examples and good practices of social security programmes that have successfully extended coverage, including to previously unprotected workers, older persons and families. The Forum participants recognized that social security institutions face continued obstacles to the extension of coverage, particularly to reach the informal sector and the rural population.

Participants at the event called on social security institutions to increase collaboration and partnerships, to move beyond their traditional mandates to contribute to the extension of coverage, and to give greater emphasis to preventive approaches and to the adequacy of benefits.

Documents, videos and photos:

[www.issa.int/rssf-africa11](http://www.issa.int/rssf-africa11)



## THE ISSA GOOD PRACTICE AWARD FOR AFRICA



At the Forum, the National Health Insurance Fund of the United Republic of Tanzania received the ISSA Good Practice Award for Africa for its strategic approach to improving its medical benefits package and health-care facilities, which has resulted in greater availability of medical services and an increase in the population which has access to health insurance in the country.

The international Jury which selected the winning entry also awarded three Certificates of Merit with special mention for good practices in social security in Cameroon, Cape Verde and Rwanda. The Jury also gave Certificates of Merit to a number of other social security initiatives from across the region.

ISSA good practices in social security database:

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

# الورشة الدولية للإيسا أبوظبي 2012 ISSA International Seminar Abu Dhabi 2012



صندوق معاشات ومكافآت التقاعد لإمارة أبوظبي  
Abu Dhabi Retirement Pensions & Benefits Fund



الهيئة العامة للمعاشات والتأمينات الاجتماعية  
General Pension & Social Security Authority



## 7 ENSURING THE SUSTAINABILITY OF SOCIAL SECURITY SYSTEMS

Social security institutions must innovate to ensure long-term sustainability

Demographic changes, economic instability and social demands are placing pressures on the sustainability of many pension schemes and social security funds, and the innovative and proactive approaches adopted by some schemes were at the centre of discussion during an international gathering of administrators and experts in Abu Dhabi, in March 2012.

Speakers and expert panelists at the event reviewed and analysed how social security institutions address the challenges of sustainability, including investment and risk management policies and practices, as well as flexible retirement schemes.

Social security funds worldwide manage major investment portfolios, and the seminar programme included a review of a new set of ISSA investment guidelines designed to set out common principles for the investment of social security funds. The programme also included an exchange of experience on the introduction of flexible approaches to retirement, and asset and liability management of pension schemes.

Learn more: [www.issa.int/abudhabi2012](http://www.issa.int/abudhabi2012)



# INFORMATION AND COMMUNICATION TECHNOLOGY IN SOCIAL SECURITY

ICT can contribute to the implementation of large-scale social security programmes and the development of integrated, citizen-centred services

**Social security institutions are increasingly asked to extend large-scale programmes and to provide comprehensive coverage to vulnerable population groups, which often require complex administrative tools.**

The 13th International Conference on Information and Communication Technology (ICT) in Social Security, which took place in Brasilia, Brazil, from 17 to 20 April 2012, addressed the key contribution of ICT to the implementation of large-scale social security programmes and the development of integrated, citizen-centred social security.

Social security institutions have been at the forefront of client-oriented approaches to the use of new technologies and the integration of specific programmes, for example, to

enable data exchange between different national agencies as well as operations resulting from international agreements.

Learn more:

[www.issa.int/ICT2012](http://www.issa.int/ICT2012)



ICT2012





# EXTENSION OF SOCIAL SECURITY COVERAGE

The ISSA continued to develop strategies to extend social security coverage

**The extension of coverage remains one of the greatest challenges for social security today. Studies estimate that between 70 and 80 per cent of the global population does not have access to comprehensive social protection.**

The first ISSA strategy for the extension of social security coverage was presented at the World Social Security Forum in 2010. The strategy defines the priority challenges for coverage extension, specific opportunities for social security institutions, and a collaborative ISSA process for defining action plans of social security institutions to work towards extending coverage. The strategy recognizes that sustainable extension requires good governance, financing and administration of social security programmes.

On the invitation of the ILO, the ISSA contributed a statement on the strategic objective of social protection to the discussion which took place at the International Labour Conference in 2011. The ISSA statement underlined the specific contribution of social security administrations to the extension of coverage. As one outcome of the Conference, the ISSA signed a Memorandum of Understanding with the ILO, which commits both organizations to closer partnership in the area of social security coverage.

Learn more: [www.issa.int/extension](http://www.issa.int/extension)



## EXTENSION OF COVERAGE IN THE BRICS COUNTRIES

The term BRICS refers to the countries of Brazil, the Russian Federation, India, China and South Africa, which together count for over 40 per cent of the world's population and 20 per cent of global GDP. In recent years, the BRICS countries have gained an increasing international prominence, not only for their rapid economic growth and corresponding rise in political status, but also for their substantial commitment to social protection and the remarkable extension of social security coverage.

In view of these significant trends, the ISSA has launched a project to monitor social security developments in the BRICS countries, with special emphasis on the extension of coverage.

The ISSA also focused efforts on two other specific priorities for the extension of coverage: A new initiative with Eurasian countries is enabling the exchange of experience and the identification of common principles for the social protection of migrant workers. In a second, related, initiative, the ISSA published a practical guide on extending coverage to self-employed workers, which are frequently an unprotected part of the population.



Learn more: [www.issa.int/BRICS](http://www.issa.int/BRICS)





# ISSA RESOURCES FOR SOCIAL SECURITY KNOWLEDGE

## THE ISSA SOCIAL SECURITY WEB PORTAL AND DATABASES

The ISSA Web portal facilitates access to the ISSA's unique knowledge base and resources. The portal includes social security country profiles with data on reforms and schemes. The ISSA Social Security Web portal provides comprehensive information, news, data and analysis on social security developments worldwide. Access to the ISSA Extranet is available for member organizations only.



[www.issa.int](http://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 good governance in social security administration (October-December 2011), as well as studies of social security systems in various countries.

*On subscription. Available in English, French, German and Spanish*

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

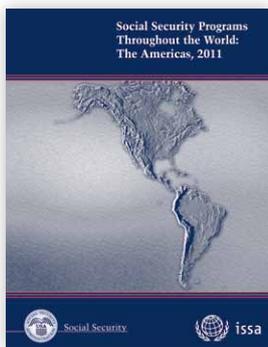


## DEVELOPMENTS AND TRENDS IN SOCIAL SECURITY

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



## ISSA GOOD GOVERNANCE GUIDELINES FOR SOCIAL SECURITY INSTITUTIONS

The *ISSA Good Governance Guidelines for Social Security Institutions* includes a self-assessment toolkit and is the first of a series of practical guidelines aimed at Board members, senior managers and administrators.

Available to ISSA members only in English, French, German and Spanish

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

More publications on:

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

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



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

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For information on joining the ISSA:

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

