



issa

EXCELLENCE IN SOCIAL SECURITY

Developing and delivering social security worldwide



Annual *review* 2023/24



Promoting **social security** worldwide

Mission

The International Social Security Association (ISSA) is the world's leading international organization for social security organizations and government departments, and it aims to advance the social and economic conditions of people based on social justice.

The ISSA promotes excellence in social security through professional guidelines and capacity building, proposing innovative solutions, sharing knowledge and data, organizing high-level regional and global events, and engaging with international partners.

Supporting its member organizations to develop excellence in social security systems and policy throughout the world, the ISSA was founded in 1927 under the auspices of the International Labour Organization (ILO).



Contents

Chapters

01. Interview with the Secretary General	14
02. Advancing ISSA products and services	16
03. Exploring the future of ICT	19
04. Modernizing actuarial and investment work	22
05. Ensuring safe and healthy work – and return to work	25
06. Focus on Africa	28
07. Focus on the Americas	31
08. Focus on Asia and the Pacific	34
09. Focus on Europe	38
10. Spotlight on platform workers	41
11. Spotlight on migration and international agreements	43

About ISSA

– Mission.....	2
– The ISSA in numbers.....	4
– Message from the President	6
– The ISSA around the world	7
– The ISSA on the global stage.....	8
– ISSA products and services.....	10
– Engage with the ISSA.....	11
– ISSA structure and governance	12

issa



338

member organizations

15

technical commissions and
working groups

163

countries

14

prevention sections

19

regional and
linguistic structures

Message from the President

**Dear members, partners and friends
of the International Social Security Association.
As President of the ISSA, it is my great pleasure
to introduce you to our global community.**

ISSA members are part of a diverse and dynamic network of leaders and professionals dedicated to promoting excellence in social security administration worldwide. We bring together more than 330 social security organizations from over 160 countries, all working towards the common goal of enhancing social protection systems for the benefit of all.

At the ISSA, we believe in the power of collaboration and knowledge sharing. Through our conferences, seminars, workshops, trainings and other events, you have numerous opportunities to connect with peers, exchange ideas, and learn from good practices and innovations in the field.

We offer a wealth of resources, including cutting-edge research, practical guidelines, and innovative tools designed to support your work and help you navigate the complexities of social security administration.

The ISSA works with governments, international and regional organizations to promote social security for all. Our unique role lies in promoting the institutional perspective – demonstrating the key importance of social security organizations in delivering social security.

Our members benefit from access to an extensive international network of professionals and experts. I encourage you to actively participate in our events, contribute to our discussions, and take full advantage of the opportunities available to you.

Together, we can make a significant impact on the lives of billions of people around the world. Your expertise and commitment are invaluable to our mission, and I am confident that your contributions will help us achieve even greater success.

Once again, welcome to the ISSA – the global family for social security organizations, leaders and professionals. Together, we can build a better future.

Thank you.



A stylized, handwritten signature in black ink, consisting of a large 'A' followed by a sweeping curve.

Dr Mohammed Azman
ISSA President

The ISSA around the world

The General Secretariat of the International Social Security Association (ISSA) is based in the International Labour Office, Geneva, Switzerland. The ISSA is supported by a network of 19 focal points and liaison offices across the world.

Each one is hosted by a member organization and supports the ISSA in its outreach to other members in a region or within a language community and to implement the Association’s priorities and activities.

[More information](#)

Figures per 31 December 2024

ISSA General Secretariat
Geneva, Switzerland

338 member organizations
in
163 countries

Americas
Liaison Office for the Andean Countries
Hosted by the Pension Standardization Office – Lima, Peru
Liaison Office for the English-speaking Caribbean
Hosted by the National Insurance Services – Kingstown, Saint Vincent and the Grenadines
Liaison Office for North and Central America
Hosted by the State Employees’ Social Security and Social Services Institute – Mexico City, Mexico

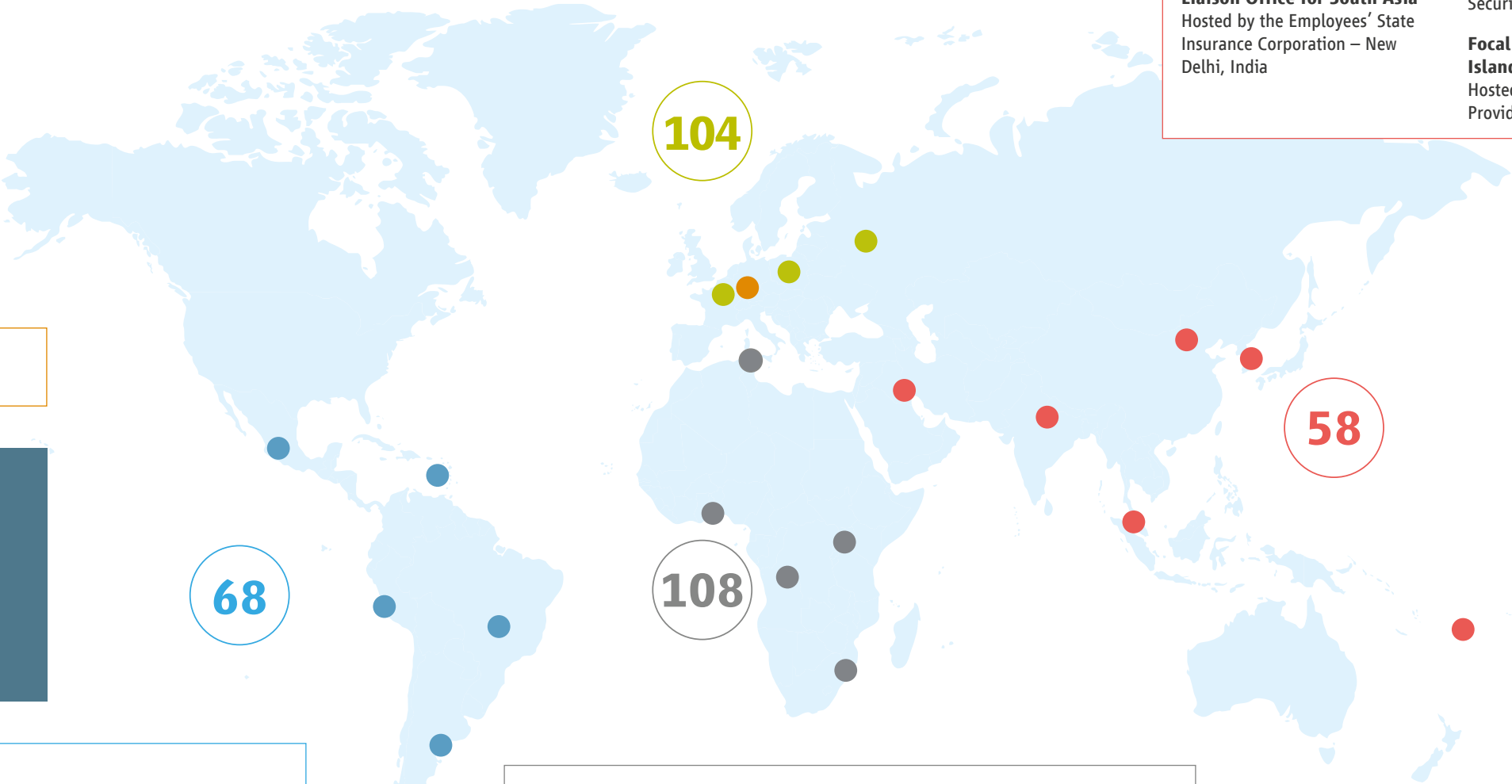
Liaison Office for the Southern Cone of the Americas
Hosted by the National Social Security Administration – Buenos Aires, Argentina
Focal Point for Portuguese-speaking countries
Hosted by the National Institute of Social Security – Brasilia, Brazil

Europe
ISSA European Network
Hosted by the Social Insurance Institution – Warsaw, Poland
Liaison Office for Eurasia
Hosted by the Pension and Social Insurance Fund of the Russian Federation – Moscow, Russian Federation

Focal Point for French-speaking countries
Hosted by the Coordination committee of French ISSA member institutions – Paris, France

Asia and the Pacific
Liaison Office for the Arab Countries
Hosted by The Public Institution for Social Security – Kuwait City, Kuwait
Liaison Office for East Asia
Hosted by the National Health Insurance Service – 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 Social Security Organisation – 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
Focal Point for the Pacific Island Countries
Hosted by the Fiji National Provident Fund – Suva, Fiji



Africa
Liaison Office for Central Africa
Hosted by the National Social Security Fund – Kinshasa, Democratic Republic of the Congo
Liaison Office for East Africa
Hosted by the National Social Security Fund – Kampala, Uganda

Liaison Office for North Africa
Hosted by the National Social Security Fund – Tunis, Tunisia
Liaison Office for Southern Africa
Hosted by the Eswatini National Provident Fund – Manzini, Eswatini
Liaison Office for West Africa
Hosted by the Social Security and National Insurance Trust – Accra, Ghana

The ISSA on the global stage

A global voice

The International Social Security Association (ISSA) is the voice of social security organizations on the global stage, working closely with the International Labour Organization (ILO) and cooperating with international and regional organizations. The ISSA delivers the institutional perspective to international discussions on how to expand, improve and deliver social security to citizens around the world.

Long-term partnership with the ILO

The ISSA was established under the auspices of the ILO in 1927 and the two organizations have been close partners ever since. Together, the ISSA and ILO organize events, produce research, data and publications, provide services, and promote social security in international and regional fora.

International platforms

G20: The ISSA supports the G20 Employment Working Group and the G20 Employment and Labour Ministers. Together with the ILO, the ISSA hosts the G20 Social Policy Portal, containing key documents and resources in key social policy areas for the G20.

BRICS: The BRICS countries are forging closer ties on social security. The ISSA and the ILO jointly host a virtual liaison office on social security and contributes to the BRICS Employment Working Group and the Labour and Employment Ministers' Meeting.

Global Coalition for Social Justice: The ISSA is a partner in the ILO's Global Coalition for Social Justice, an initiative to promote strong, sustainable and inclusive development, including through universal social protection.



ISSA Secretary General Marcelo Abi-Ramia Caetano speaking at the International Labour Conference in Geneva, Switzerland, 5 June 2024.

USP2030: The Universal Social Protection 2030 Global Alliance (USP2030) aims to ensure that all people have a minimum level of social protection by the beginning of the next decade, and the ISSA contributes from the perspective of social security administrations into this alliance.

SPIAC-B: The Social Protection Inter-Agency Cooperation Board (SPIAC-B) is a coordination body for agencies under the United Nations, other international organizations and bilateral partners. The ISSA is the voice of social security organizations on this board.

International organizations

ITU: The International Telecommunication Union (ITU) and the ISSA are partners when it comes to the role of information and communication technologies (ICT) for social security.

UNU-EGOV: The ISSA works closely with the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), especially on building and spreading knowledge covering various aspects of digitalization in social security.

WHO: The World Health Organization (WHO) is a close partner and contributes to ISSA activities related to health, long-term care and rehabilitation, topics at the centre of the Association's priorities. The ISSA is an active member of the WHO World Rehabilitation Alliance.

OECD: The ISSA cooperates closely with the Organisation for Co-operation and Development (OECD) in connection with the G20 and participates in its working groups on social policy and on health. The OECD and ISSA also regularly contribute to each other's events.

IAA: The International Actuarial Association (IAA) and the ISSA cooperate on research, publications and events, with the ISSA Technical Commission on Statistical, Actuarial and Financial Studies playing a key role.



Regional organizations

Africa: The African Union is strengthening its focus and cooperation on social security, and the ISSA works closely with the African Union Commission (AUC) and the African Social Security Institutions Coordination and Cooperation Forum (ASSCCF).

Americas: The ISSA works with the Inter-American Social Security Conference (CISS), the Ibero-American Social Security Organization (OISS), the United Nations Economic Commission for Latin America and the Caribbean (ECLAC), the Caribbean Community (CARICOM) and the Inter-American Development Bank (IDB).

Asia and the Pacific: The ISSA has close contact with the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) and the Asian Development Bank (ADB), and a cooperation agreement with the ASEAN Social Security Association (ASSA).

Europe: The ISSA partners closely with the European Commission and the European Union's Mutual Information System on Social Protection (MISSOC), including through policy discussions, participation in events and meetings, sharing data and knowledge.

Language communities: The ISSA cooperates with the Organisation internationale de la francophonie and the Community of Portuguese Language Countries (CPLP), and partners with these through the focal points for these language communities within the ISSA.

ISSA products and services

Knowledge

- **Practical** – The ISSA Guidelines are offered on a variety of topics aimed at delivering excellence in social security.
- **Research and analysis** – The ISSA produces high-quality publications and articles based on unique knowledge and data on social security administration. The ISSA produces the *International Social Security Review*, a world-recognized research journal.
- **Databases** – The ISSA offers access to country profiles on social security in over 190 countries and territories, and good practices from all over the world. Databases on international social security agreements and on administrative data are in development.

Communities

- **Technical** – ISSA member organizations can engage in the work of 15 technical commissions and working groups covering the core branches and cross-cutting issues in social security.
- **Regional** – The ISSA offers activities, events and awards at the regional level, and its extensive network of regional and linguistic offices bring the ISSA closer to its members all around the world.
- **International** – ISSA members are part of a unique global community of social security leaders and professionals, that gives access to international events and networking opportunities.

Capacity-building

- **Diploma training** – The Diploma training courses provide member organizations and their staff capacity building opportunities through knowledge about the practical use of the ISSA Guidelines.
- **Virtual short courses** – These courses are based on the ISSA Guidelines, but take a broader and more flexible approach. Topics are decided in close collaboration with member organizations in a region.
- **Master's** – The Executive Master's in Public Performance Management and International Social Security aims to build advanced leadership, management and technical capacity in social security organizations.
- **Workshops** – In the ISSA workshops, member organizations gather to discuss common challenges and co-create strategies and solutions based on the ISSA Guidelines.

Promotion of social security

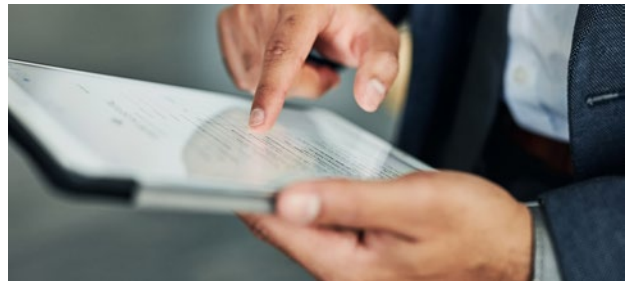
- **International and regional platforms** – The ISSA promotes social security through its work within the United Nations framework, with global and regional groupings like the G20, the BRICS, the European Union and the African Union.
- **International organizations** – The ISSA partners with international organizations and UN specialized agencies, in particular the ILO, to promote social security and the crucial role of social security administration.
- **Awards** – The ISSA Good Practice Award promotes the successful implementation of social security solutions by member organizations and is organized in Africa, the Americas, Asia and the Pacific, and Europe. The ISSA Award for Outstanding Achievement in Social Security is awarded to a country.
- **Innovation** – The ISSA promotes innovation in social security through its Collaborative Innovation Hub, the Special Distinction for Innovation and the Innovation Zone at selected international events.

Engage with the ISSA

If you work for a member organization of the ISSA, you are entitled to your personal My ISSA account with exclusive access all the Association's knowledge, resources, events and activities.

- If you have a My ISSA account: [Log in to My ISSA](#)
- If not, you can register here: [Request a My ISSA account](#)

Here are some of the advantages from registering your My ISSA account:



Events	Newsletters
Receive invitations to events in your region and your area of interests, and access presentations and recordings from past events on the ISSA website.	Receive monthly newsletters with a summary of the news, announcements and upcoming events.
Webinars	Publications
Join ISSA webinars or access the video recordings and presentations from all past webinars on the ISSA website.	Receive exclusive access to all ISSA publications and reports.
Guidelines	Good practices
Take advantage of the unique ISSA Guidelines, the only international standards on social security administration.	Consult the rich global database of good practices covering a vast range of topics.
Diploma training	My ISSA dashboard
Sign up for one of the ISSA Diploma training courses (there is a course fee) for a unique learning experience.	My ISSA gives access to a personal dashboard with your events, bookmarks, preferences and more.

[International Social Security Review](#)

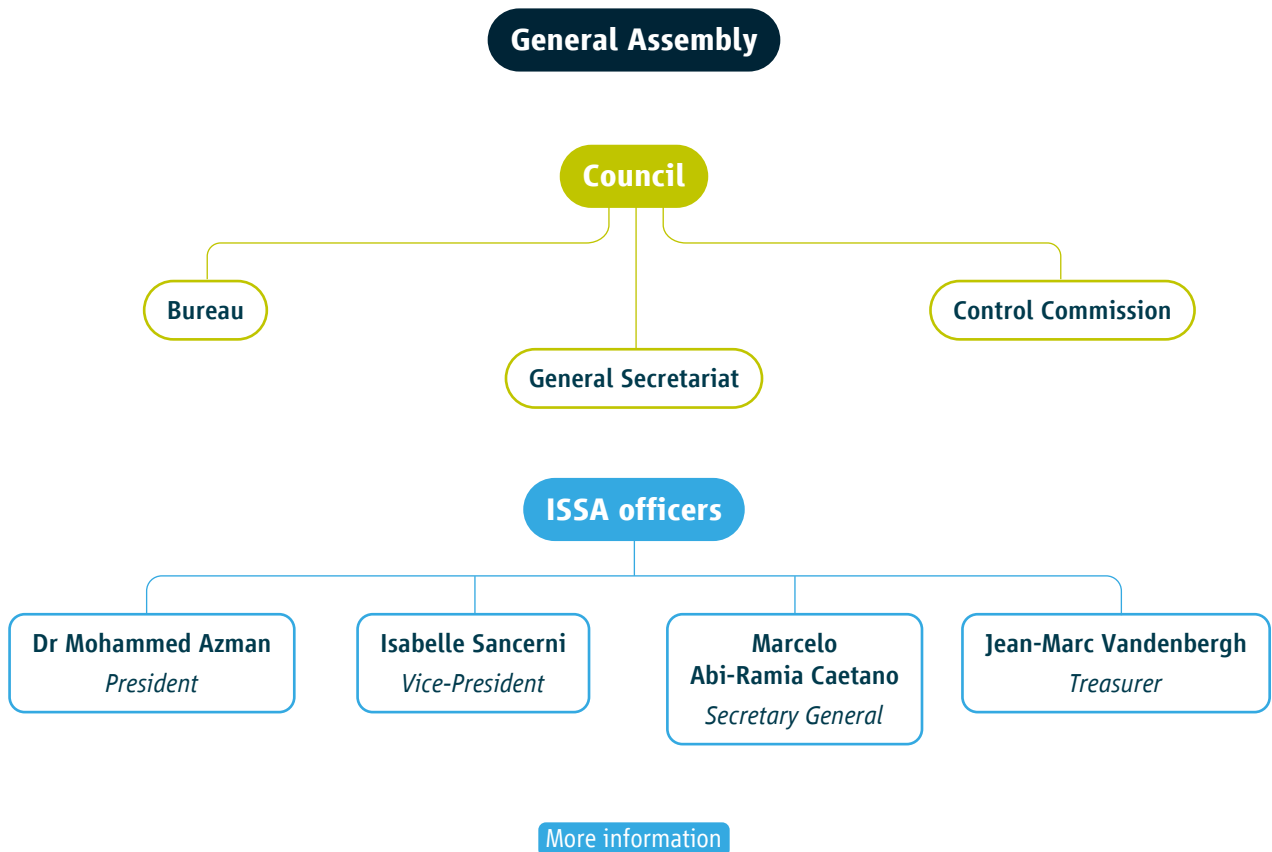
Enjoy free access to the *International Social Security Review*, the principal international quarterly publication in the field of social security.

Engage in the activities of our technical commissions and regional structures.

- [Technical commissions](#)
- [Regional structures](#)

For any questions and to engage further in the ISSA activities, please [contact us](#).

ISSA structure and governance



Technical commissions and working groups	Prevention sections
Branches – Employment Policies and Unemployment Insurance – Family Benefits – Insurance against Employment Accidents and Occupational Diseases – Medical Care and Sickness Insurance – Old-age, Invalidity and Survivors' Insurance – Special Commission on Prevention Topics – Contribution Collection and Compliance – Information and Communication Technology – Investment of Social Security Funds – Mutual Benefit Societies – Organization, Management and Innovation – Policy Analysis and Research – Statistical, Actuarial and Financial Studies Working groups – International Social Security Agreements and Data Exchange – Rehabilitation More information	– Agriculture – Chemical Industry – Construction Industry – Culture of Prevention – Education and Training – Electricity, Gas and Water – Health Services – Information – Iron and Metal Industry – Machine and System Safety – Mining Industry – Research – Trade – Transportation More information

01

Interview with the Secretary General

The Secretary General, Marcelo Abi-Ramia Caetano, discusses the role the International Social Security Association (ISSA) plays on the global stage in promoting social security, social justice and the role of social security organizations.

How would you describe the ISSA's unique contribution to global debates?

After five years in the ISSA, I see that we have a unique role to play at the international level. This role is to promote social security by highlighting the institutional perspective on how to deliver social security and social justice. A policy is only as good as its implementation, and the knowledge and experience that we build together with our members is therefore invaluable to governments and other international organizations. The objective to build universal social security systems for all depends on resilient, efficient and well-functioning social security organizations. This is what our 338 member organizations in 163 countries strive for every day.

Concretely, how do you see this in your interaction at the international level?

Compared to many other international organizations, the ISSA is of modest size, but we are active and dynamic. Other organizations and international platforms recognize this, and they seek our knowledge and advice. This is why we are invited to take part in key discussion forums at the international level. In return, key international and regional organizations come to our events to share their policies, priorities and experiences, and to learn from ISSA members. In return, key international and regional organizations come to our events to share their policies, priorities and experiences, and to learn from ISSA members.



[Marcelo Abi-Ramia Caetano](#)
Secretary General



How do you see the unique and historic partnership with the ILO in promoting social security?

The ISSA was established under the auspices of the ILO in 1927, and we have collaborated closely and effectively to the benefit of social security development worldwide for almost 100 years. In view of global transitions and transformations, this collaboration is probably more important than ever. The special relationship between the ISSA and the ILO is built on shared objectives, complementary knowledge and joint activities that provide significant value added to the constituencies of both organizations. In addition, we speak with one voice to promote and defend social security and social justice at international fora and at international groupings such as the G20 or the BRICS.

What are the other most important organizations and platforms for the ISSA internationally?

We are working closely with the key global and regional organizations involved in social security. This includes of course the UN and its specialized agencies such as WHO or ITU but also other organizations such as the OECD. We also contribute every year to the employment tracks of the G20 and BRICS. Some of our most important collaborations are with organizations at the regional level in Africa, the Americas, Asia and the Pacific, and Europe. Unfortunately, it's impossible to list all of them but recent examples of our work with the African Union, the European Union, CARICOM and the ASEAN Social Security Association demonstrate the width and depth of our international partnerships.

How do you see the year ahead for the ISSA on the global stage?

2025 will be important for the ISSA as it is final year of our triennial programme and budget. In September–October, we will gather our global membership and international partners for the World Social Security Forum in Malaysia, to share what we have experienced and learned over the triennium and set the stage for the next three years. Before we get there, we will also gather our membership in Egypt in February for the first International Conference on Management and Innovation. We will continue working with our international and regional partners, and all our members, to advance the agenda of social protection and social justice to make sure no one is left behind.

02 Advancing ISSA products and services

The International Social Security Association (ISSA) has focused on advancing its products and services based on the priorities set out in the programme and budget for the 2023–2025 triennium. Guidelines, innovation, capacity building and the new Actuarial Service Platform are key areas of development.



Developing new and revised ISSA Guidelines

The **ISSA Guidelines** are at heart of many of the activities of the Association. They build on the institutional knowledge, experience and know-how of the ISSA's members, and are used by

the same members for improving their administrative practices and processes, for strategic planning, institutional transformation and benchmarking, and for building staff capacity.



Guidelines revision

The following ISSA Guidelines are being revised:

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

The **technical commissions** are heavily involved in the development of the Guidelines, and in the revision that takes place every six years. During this triennium, nine sets of Guidelines are being updated and one new set is under development. This took most of the attention during the ISSA Technical Commissions Forum (TC Forum) that took place in Geneva, Switzerland in June 2024.

New Guidelines: Long-term care

In line with the priority to work on demographic ageing and meeting the needs of persons of all ages, the new *ISSA Guidelines on Administrative Solutions for Long-term Care* are being developed and will be presented at the World Social Security Forum 2025. The ad hoc ISSA Working Group on Long-Term Care is at the centre of this work.

[More information](#)

However, all ISSA members have a say in the Guidelines. Draft revised and new Guidelines are opened for **consultation**, a process which started in September 2024 and will end in April 2025. The technical commissions will conduct a final review during the TC Forum in June, before they will be presented at the World Social Security Forum in Malaysia, in September–October 2025.

Innovation in social security

During the 2023–2025 triennium, the ISSA is boosting its focus on innovation in various ways, including through collaborative innovation projects, regional innovation awards and a new international conference.

The **Collaborative Innovation Hub** was launched in 2023 and aims to foster cooperation among member organizations to enhance their capacity for innovation. It emphasizes the co-creation of impactful, practical, and reusable practices and tools in social security administration. Through expressions of interest, four projects were developed and are up and running. During the TC Forum in June 2024, project participants gathered for workshops, cross-dissemination and discussions.

To recognize and celebrate successful innovation by member organizations, the ISSA has also launched the **ISSA Special Distinction for Innovation** in this triennium. Members have shown a great interest in this new award under the ISSA Good Practice Award competitions, which are organized for each of the four Regional Forums. Since mid-2023, such awards have been handed out at the Regional Forums for the Americas, Asia and the Pacific, and Europe, and before that for Africa.

[More information](#)

Collaborative innovation projects

- Behavioural insights to promote social security for informal workers
- Capabilities strengthening for social security innovation
- Social security analysis and research for policy innovation
- The Internet of Medical Things

[More information](#)

The ISSA is also planning its first **International Conference on Management and Innovation**, which will take place in Cairo, Egypt in February 2025. In addition, the **ISSA Innovation Zone** was a popular feature of the 17th ISSA International Conference on Information and Communication Technology in Social Security in Indonesia, in March 2024.

[More information](#)

Strengthening capacity-building

The ISSA is expanding its capacity-building offer to its members, from short informal courses to longer formal education. While each course is a personal development experience, the aim is to contribute to building strong, dynamic and resilient organizations.

The **Diploma training** courses, based on the ISSA Guidelines, continue to be at the heart of what the Association has to offer. These courses have been delivered in English, Arabic, French and Spanish during the period covered by this *Annual Review*, together with the ISSA's training partners:

- English: International Training Centre (ITCILO)
- Arabic: Muhanna Foundation
- French: National School for Social Security (EN3S)
- Spanish: Inter-American Center for Social Security Studies (CIESS)

[More information](#)

Workshops are another way of approaching the ISSA Guidelines, where organizations gather to discuss common challenges and co-create strategies and solutions. Two such workshops have been organized, in Angola and Mauritius, both in partnership with the Liaison Office for Southern Africa. An e-workshop on health coverage for French-speaking members started in December 2024, with a duration into January 2025.

New during this triennium are **short virtual courses** based on topics decided in close dialogue with member organizations in a region. The courses build on the ISSA Guidelines but take a broader and more flexible approach. Courses on continuity and resilience and on human resource management have been organized for members in the Americas, a course on continuity and resilience for African members, and a first course on coverage extension is planned for Asia and the Pacific in early 2025.

The **Executive Master's** in Public Performance Management and International Social Security, is a new two-year programme running from 2023 to 2025. This pilot edition is offered in French.

[More information](#)

Actuarial Service Platform

In December 2023, the ISSA and the International Labour Organization launched the joint Actuarial Service Platform. This offers online access to actuarial tools for costing national pensions and health care systems.

[More information](#)

Analysis articles

In the reporting period, the ISSA published over 20 articles analysing important developments in social security. Key topics include the extension of coverage, including for platform workers and the self-employed, international social security agreements, health and long-term care, technological transformation and e-services, and various aspects of governance and administration.

[More information](#)

Publications

A number of high-quality reports on key social security topics have been published in the reporting period, notably on artificial intelligence in social security, policy trends for tackling shortage occupations, actuarial considerations around climate-related risks, rehabilitation and COVID-19, and the role of social security in poverty reduction. In addition, come the "Developments and Trends" reports for the Americas, Asia and the Pacific and Europe.

[More information](#)

Webinars

Webinars continue to be a very popular offer for ISSA members. 67 webinars covering a variety of topics were offered during the reporting period, including series on artificial intelligence, long-term care, rehabilitation, prevention and ISSA products and services.

[More information](#)

03 Exploring the future of ICT

Leveraging technology and digital transformation is a major priority for ISSA member organizations and touches on many the Association's priority areas for the 2023–2025 triennium. Data-driven transformation, artificial intelligence and cybersecurity have been particularly high on the agenda.

Information and communication technology (ICT) has been close to omnipresent in the ISSA's activities in the period covered by this annual review. An obvious highlight was the 17th ISSA International Conference on Information and Communication

Technology in Social Security (ICT 2024). There have also been technical seminars, webinars, diploma training courses, good practice awards, and work on revising and updating the *ISSA Guidelines on Information and Communication Technology*.



The ICT 2024 Conference



Hosted by:



BPJS Kesehatan
Badan Penyelenggara Jaminan Sosial

The ICT 2024 Conference was hosted by the Social Security Administering Body for the Health Sector (BPJS Kesehatan) in Bali, Indonesia, 6–8 March 2024. Around 400 social security and ICT leaders and experts held discussions on data-driven

transformation for a smart, resilient and inclusive social security. A key take-away from the event was the importance of data, analytical technologies, artificial intelligence and cybersecurity for social security administrations.

Artificial intelligence as a game changer

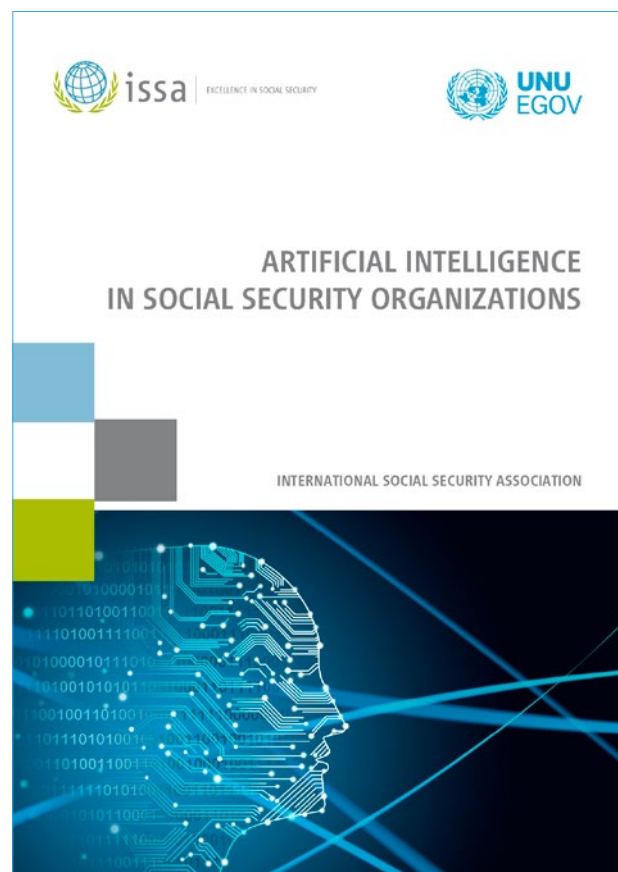
Artificial intelligence (AI) is seen as potential game-changer for social security. While AI is not new to social security organizations – it has been used in chatbots for a number of years – its more recent advances and greater accessibility of tools and infrastructure leads to new usage possibilities. The ISSA has therefore put efforts and resources into building and sharing new knowledge in this area, for example on the use of AI in decision-making processes.

An important outcome of this work was the report *Artificial Intelligence in Social Security Organizations*, produced in cooperation with the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV). The report came out in June 2024 and demonstrates how AI is used to enhance capacity, service delivery and administrative efficiency, and also its reliance on high-quality data.

[More information](#)

In November 2024, the ISSA organized a technical seminar on “Artificial intelligence for social security – Bridging the gap to tomorrow”. The event was hosted in Rio, Brazil by Dataprev – Social Security Information and Technology Enterprise (Dataprev – *Empresa de Tecnologia e Informações da Previdência Social*) on the occasion of its 50th anniversary and gathered around 130 leaders and experts from 40 organizations in 30 countries for three days of knowledge sharing.

[More information](#)



Webinars on ICT

Webinars on ICT are popular among ISSA members, and cover topics such as technological transition, artificial intelligence, automated processing, data management, cloud computing and cybersecurity. The ISSA and UNU-EGOV jointly run a webinar series on AI.

[Webinars on ICT](#)

Technical Commission on ICT

The Technical Commission on Information and Communication Technology is leading the work on revising the ISSA Guidelines on ICT, played an important role in the ICT 2024 Conference and identifies relevant topics for webinars.

[More information](#)

Technical seminars on ICT

Together with regional structures in Africa, the Americas and Europe, the ISSA organized five technical seminars on ICT from mid-2023 to end of 2024, covering digitalization, technical transformation and reforms, technological innovations for service delivery and artificial intelligence.

[More information](#)

Awards to ICT projects

All four Special Distinction for Innovation awards that have been awarded at the Regional Social Security Forums in 2023 and 2024 are for projects that have a strong ICT dimension. The same goes for two of the four Good Practice Awards.

[More information](#)

Revising the ICT Guidelines

The *ISSA Guidelines on Information and Communication Technology* are being revised and will include new sections on artificial intelligence and data governance. The new Guidelines will be launched at the World Social Security Forum in late 2025.

[More information](#)

04 Modernizing actuarial and investment work

In an increasingly volatile world, actuaries and investment specialists have key roles to play in solidifying and strengthening the financial sustainability of social security. Important work has been undertaken in this area by the ISSA and its members, including organizing events, producing new knowledge and offering new tools.

The financing of social security is a top challenge for ISSA member organizations. Hence, the work of actuaries and investment specialists are two sides of the same coin and there is strong cooperation between the two areas in the ISSA. Notably, the International Conference of Social Security Actuaries, Statisticians and Investment Specialists is the ISSA's longest running international conference, and the 21st edition was

held in December 2023. The ISSA has also held other events, strengthened cooperation with the International Actuarial Association (IAA) and launched the Actuarial Service Platform together with the International Labour Organization (ILO). In addition, the *ISSA Guidelines on Investment of Social Security Funds* are being revised.



The ACT 2023 Conference



Hosted by:



Around 300 participants attended the 21st International Conference of Social Security Actuaries, Statisticians and Investment Specialists (ACT 2023), which was hosted by the State Employees' Social Security and Social Services Institute (*Instituto de Seguridad y Servicios Sociales de los Trabajadores del Estado* – ISSSTE) in Mexico City, Mexico, 5–7 December 2023.

Focussing on how to ensure sustainable and adequate social security amidst rising risks and volatility, the event looked at the impact of new forms of work, demographic shifts and

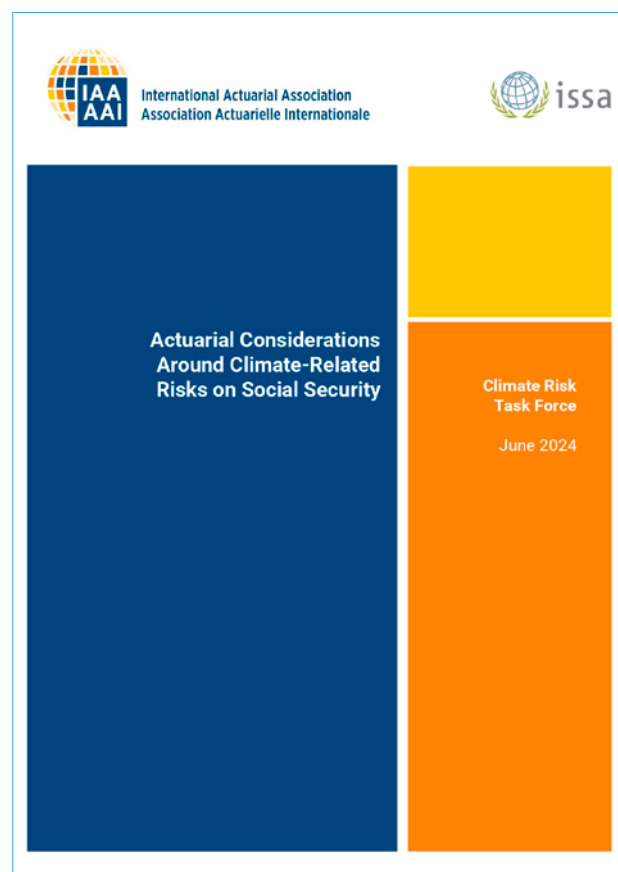
climate change. The event coincided with COP 28, underscoring the link between social security and climate change. The importance of risk assessment, highlighting and mitigating climate impacts to ensure sustainability, and trends in asset classes and global diversification were thoroughly discussed. Additionally, the ISSA renewed its cooperation agreement with the International Actuarial Association (IAA) to enhance collaboration.

Climate change and actuarial considerations

Given that climate change has an increasing impact on our societies, economies and financial markets, the actuarial profession is also strengthening its focus on climate-related risks. Together with the IAA, the ISSA is working to build and spread more knowledge about these issues.

In June 2024, the IAA published the report *Actuarial Considerations around Climate-Related Risks on Social Security*, developed in collaboration with the ISSA Technical Commission on Statistical, Actuarial and Financial Studies. The report explores how climate-related risks disrupt key assumptions used in social security analysis, posing challenges for accurate projections and decision-making. It emphasizes the importance of quantifying climate scenarios, and provides practical examples and methods for actuaries to integrate climate risk assumptions into their work for sound decision-making. The report was followed by a joint webinar on the topic in September 2024.

[More information](#)



Technical seminar on investments and financial sustainability

In September 2024, the ISSA organized a technical seminar on “Investing social security funds for viable and sustainable social protection systems”. The event was organized in cooperation with the ISSA Technical Commission on Investment of Social Security Funds and hosted in Abidjan, Côte d’Ivoire, by the IPS National Social Insurance Fund (*IPS Caisse nationale de prévoyance sociale* – IPS CNPS). It highlighted how investments are increasingly becoming a significant resource for creating viable and sustainable social protection systems.

[More information](#)

Webinars on actuarial matters

Webinars on actuarial aspects cover topics such as climate risks, developing mortality tables with limited data, demographic and life-transitions, social security reforms and the new ILO-ISSA Actuarial Service Platform.

[More information](#)

Technical Commission on Actuary

The Technical Commission on Statistical, Actuarial and Financial Studies cooperated with the IAA on the report *Actuarial Considerations around Climate-Related Risks on Social Security*, contributed to the ACT 2023 conference, contributes to ISSA webinars on actuarial topics, and provides input for the revision of the Investment Guidelines.

[More information](#)

Revising the Investment Guidelines

The *ISSA Guidelines on Investment of Social Security Funds* are being revised. The revised version will include new investment approaches and guidelines incorporating the socio-economic dimensions of social protection.

[More information](#)

Technical Commission on Investment

The Technical Commission on Investment of Social Security Funds is leading the work on revising the ISSA Guidelines on this topic, contributed to the technical seminar on investments and financial sustainability in Côte d’Ivoire in September 2024, and identifies interesting investment topics for ISSA webinars.

[More information](#)

Webinars on investments

The ISSA has organized a series of webinars on investment of social security funds, looking at debt instruments and infrastructure investments, accounting and financial reporting, liquidity management and global diversification of portfolios.

[More information](#)

05

Ensuring safe and healthy work – and return to work

Social security organizations are focusing on prevention, occupational safety and health (OSH), rehabilitation and return-to-work activities. Two world congresses and other important events have been organized, and Vision Zero has taken new steps. Addressing OSH in the context of environmental and climate challenges is becoming increasingly important.

The World Congress on Safety and Health at Work 2023, the World Congress on Rehabilitation 2024, technical seminars, webinars and prevention events have been organized during the period covered by this annual review. The ISSA Guidelines on prevention, on workplace health and on return to work are being revised. Also, Vision Zero continues to develop and deliver results on safety, health and well-being.

The ISSA Special Commission on Prevention with its international prevention sections, the Technical Commission on Insurance against Employment Accidents and Occupational Diseases, and the Working Group on Rehabilitation all play important parts in this work, including the revision of three sets of ISSA Guidelines.

World Congress on Safety and Health at Work

The 23rd World Congress of Safety and Health at Work featured over 240 global experts and attracted over 3,000 delegates in Sydney, Australia, 27–30 November 2023. As always, the event was co-organized with the International Labour Organization (ILO), while SafeWork NSW was the national host.

For the ISSA, the Vision Zero strategy was highlighted in numerous sessions covering sectors such as education, global supply chains, mining and construction. Some ISSA member organizations reported a drop in their occupational accident rates by up to 15 per cent, after having implemented the Vision Zero strategy. The ISSA was also visible with a significant stand in the exhibition area to promote Vision Zero and attract more supporters.

[More information](#)



World Congress on Rehabilitation

The World Congress on Rehabilitation gathered over 700 experts and stakeholders in Abu Dhabi, United Arab Emirates, 23–25 September 2024. For the first time, the ISSA was a co-organizer, together with Rehabilitation International (RI Global) and the Zayed Higher Organization for People of Determination (ZHO).

Despite advancements in medical care and policies, return-to-work rates for individuals with disabilities remain low, and the Congress emphasized international collaboration and emerging technologies to improve rehabilitation and labour market participation.

[More information](#)

New steps for Vision Zero

Since its launch at the World Congress on Safety and Health at Work in Singapore in 2017, Vision Zero has become a rich, powerful and widely adopted strategy for promoting safety, health and well-being at work.

In April 2024, the ISSA published an analysis of Vision Zero good practices and results. More details are found in the implementation brochures on the Vision Zero website. In 2024,

the ISSA also published *The 7 Golden Rules – To protect the environment and our future*, developed in cooperation with the European Network of Safety and Health Professional Organizations (ENSHPO). Furthermore, Vision Zero guides on labour inspection, on supply chains and for the trade and good logistics sector were produced in the reporting period.

[More information](#)

The environment, climate change and prevention

The impact of environmental degradation and rising global temperatures on occupational safety health is a growing preoccupation. In July 2024, the G20 OSH Network met in Fortaleza, Brazil to hold discussions on heat stress prevention due to climate change. The conclusions fed into the meeting of G20 Labour and Employment Ministers. The ISSA, together with the ILO, contributed to the discussions. In September 2024, BRICS ministers held similar discussions.

[More information](#)

In December 2024, the ISSA organized a technical seminar on OSH and climate change in Dakar in cooperation with the ISSA Liaison Office for West Africa and the Special Commission on Prevention, hosted by the Senegalese Social Security Fund (*Caisse de sécurité sociale* – CSS).

[More information](#)



Analysis: OSH and climate change

In December 2023, the ISSA published an analysis of social security responses to climate change and environmental degradation.

[More information](#)

Webinars on rehabilitation

Together with the Working Group on Rehabilitation, the ISSA runs a webinar series that has addressed issues such as rehabilitation through sports, mental health challenges, disability insurance, long-COVID and the use of exoskeletons.

[More information](#)

Analysis: OSH and Vision Zero

In April 2024, the ISSA published an analysis of successful initiatives in OSH and Vision Zero implemented by European members.

[More information](#)

Report: Rehabilitation and COVID-19

In January 2024, the ISSA Working Group on Rehabilitation published the report *Rehabilitation for COVID-19 and Post-COVID-19 conditions*, which analysed country experiences, and highlighted lessons learnt, good practices and areas for further research.

[More information](#)

Revising the ISSA Guidelines

Three sets of ISSA Guidelines on prevention, on workplace health promotion and on return to work are being revised and will be available for the World Social Security Forum in 2025.

[More information](#)

New Vision Zero website

A new Vision Zero website was launched in September 2023. It provides easier access to content, a member log-in and the possibility for members to post their own news and events.

[More information](#)

Webinars on OSH

The *Let's talk about OSH* webinar series by the Special Commission on Prevention gathers experts from around the globe to discuss current topics on occupational safety and health.

[More information](#)

Vision Zero Awards

21 Vision Zero Awards were handed out at the World Congress on Safety and Health at Work 2023 for significant achievements in reducing accidents and increasing safety awareness.

[More information](#)

06 Focus on Africa

Africa continues to be a highly active region. Seven technical seminars and two workshops were held in the reporting period, more than in any other region. ISSA members from Africa are strongly participating in webinars and capacity building initiatives. Importantly, the ISSA also contributed to the first meeting of the Africa Social Security Institutions Coordination and Cooperation Forum organized by the African Union Commission.



The ISSA Liaison Offices in Africa

The five ISSA liaison offices in Africa are outstanding examples of the power of collaboration at the regional level. In addition to their important role in organizing technical seminars and workshops, the liaison officers are instrumental in promoting

ISSA knowledge and activities throughout the continent. They are important for the work of ISSA members within each sub-region of Africa, ensuring that the Association is close to its members.

[More information](#)

Technical seminars

The seminars were hosted by ISSA member organizations and organized in collaboration with regional liaison offices or technical commissions, and covered the following topics:

- Leveraging digitalization and innovation to extend social security coverage in East Africa, Uganda, August 2023
- Leveraging digitalization to extend social security coverage in West Africa, Ghana, October 2023
- Approaches to the reform of social security systems in the Arab countries, Egypt, October 2023
- Preventing fraud and evasion, strengthening compliance and improving contribution collection in social security, Côte d'Ivoire, May 2024
- Preventing and combating error, evasion and fraud in social security in North Africa, Algeria, May 2024

- Investing social security funds for viable and sustainable social protection systems, Côte d'Ivoire, September 2024
- Innovative approaches to extend coverage to self-entrepreneurs, Tunisia, November 2024
- Challenges for occupational safety and health in the context of climate change, Senegal, December 2024

The events attracted nearly one thousand registered attendees from across the region and provided excellent learning and networking opportunities for ISSA members. The technical seminars were also the occasion to celebrate the new hosts for the regional structures for East and West Africa, which have moved to Uganda and Ghana respectively.

[More information](#)

Capacity building

African members are among the most active in ISSA capacity building activities. They represent a large portion of the participants in Diploma training courses in English, Arabic and French, and the ISSA's new Executive Master's in Public Performance Management and International Social Security. In November 2024, the first edition of a new ISSA capacity-building activity, virtual short courses, on continuity and resilience for social security systems and administrations was successfully organized for English-speaking African members.

The Liaison Office for Southern Africa organized two workshops in the period. One covered business continuity and resilience was held in Mauritius in September 2023. The other covered strengthening compliance and improving contribution collection, held in Angola in October 2024. The workshops allowed participants to learn from each other and experts, and to create plans for implementation in their own organizations. Over one hundred member representatives participated in these workshops.

[More information](#)

Webinars

ISSA members in Africa are among the most active participants in ISSA webinars. Managers and experts from 19 organizations and 15 countries appeared in 24 webinars in 2024 alone. Also,

the Inter-African Conference on Social Security (C.I.PRE.S) contributed to a webinar on accounting and financial reporting standards and practices for social security investments.

[More information](#)

African Union Forum

In September 2024, the ISSA contributed to the First Africa Social Security Institutions Coordination and Cooperation Forum (ASSCCF) held in South Africa and organized by the African Union Commission with the support of the International Labour Organization (ILO) and the ISSA. The meeting was an opportunity to share learning and best practices on extending coverage in Africa. The ASSCCF was first inaugurated at the ISSA Regional Social Security Forum for Africa, in Côte d'Ivoire, in May 2023.

[More information](#)

Analysis: African solidarity models

In February 2024, the ISSA published an analysis of indigenous solidarity models in Africa and how they can contribute to building a strong social security culture.

[More information](#)

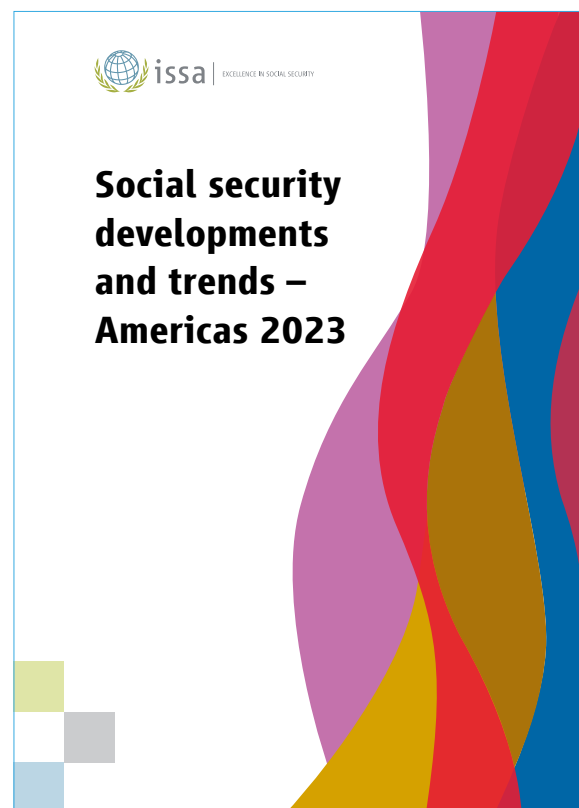
07

Focus on the Americas

With a regional forum, technical seminars and participation in different capacity-building activities, the Americas has been a highly engaged region over the reporting period. The record-breaking number of attendees and good practices submitted for the Regional Social Security Forum (RSSF), demonstrates the strength of the region and its innovation.

RSSF Americas in figures

460	79	36
participants	organizations	countries



Regional Forum and report

With more than 460 registered participants, RSSF Americas was the biggest ever in the region. It was held in San José, Costa Rica, 4–6 September 2023, and hosted by the Social Insurance Fund of Costa Rica (*Caja Costarricense de Seguro Social – CCSS*).

The event was framed by the new ISSA report *Social security developments and trends – Americas 2023*. Based on the report, the Regional Forum addressed a wide range of issues, like extending coverage, effective organizations, resilience, digitalization and innovation.

[More information](#)

Hosted by:



Good Practice Awards



The issues of resilience and adaptability were highlighted by the Good Practice Award for the Americas, won by Dataprev – Social Security Information and Technology Enterprise (Dataprev – *Empresa de Tecnologia e Informações da Previdência Social*) from Brazil for the good practice *Emergency aid*. Their work on providing emergency aid to over 100 million people during the COVID-19 pandemic was recognized by the international jury.

[More information](#)

With digitalization and health care as key themes, the first ISSA Special Distinction for Innovation in the Americas was awarded to the Salvadoran Social Security Institute (*Instituto Salvadoreño del Seguro Social – ISSS*), El Salvador, for their good practice *Dr ISSS online: A new telemedicine care model*. This good practice outlined how to guarantee continuous, accessible, timely and high-quality virtual medical care to the population.

[More information](#)

Technical seminars

In addition to the Regional Forum, ISSA members in the region hosted two technical seminars, one on improving communication in social security organizations, and one on artificial intelligence for social security. In total, the seminars attracted around

250 registered participants and allowed experts from across the region to meet and discuss approaches and solutions to these issues.

[More information](#)

Capacity-building and webinars

The ISSA organized four virtual courses for members in the region, three on continuity and resilience, and one on human resource management. In addition, a virtual diploma training course on service quality was organized with the Inter-American Center for Social Security Studies (CIESS) in early 2024. The ISSA was also part of the CARICOM multilateral social security agreement training.

Members in the Americas are both active participants and important contributors to the ISSA webinars. In 2024 alone, 26 different experts from 12 countries in the region shared their experiences and knowledge in webinars.

[More information](#)

Good Practice Award

The competition for the ISSA Good Practice Award for the Americas 2023 received a recording-breaking 163 entries from 33 organizations in 17 countries.

Winner: Dataprev – Social Security Information and Technology Enterprise (Dataprev – *Empresa de Tecnologia e Informações da Previdência Social*), Brazil

Good Practice: *Emergency aid*



[More information](#)

Regional webinar on long-term care

In a special webinar on long-term care systems in the Americas, the Pan American Health Organization, the Catholic Workers' Circle of the Uruguay Mutual Fund (*Círculo Católico de Obreros del Uruguay Mutualista*) and the Social Insurance Fund of Costa Rica shared their experiences.

[More information](#)

Special Distinction for Innovation

The first ISSA Special Distinction for Innovation in the Americas was awarded during RSSF Americas.

Winner: Salvadoran Social Security Institute (*Instituto Salvadoreño del Seguro Social – ISSS*), El Salvador

Good Practice: *Dr ISSS online: A new telemedicine care model*



[More information](#)

Certificates of Excellence

Certificates of Excellence were awarded to two social security organizations from Costa Rica and Peru. The certificates were awarded under the ISSA Recognition programme for the successful implementation of the *ISSA Guidelines on Service Quality*.

[More information](#)

Analysis: Social security in the Americas

The ISSA has published eight articles on social security in the Americas over the reporting period, covering communication, continuity and resilience, digital transformation, long-term care, platform workers, service quality, social pensions and social security coordination.

[More information](#)

08 Focus on Asia and the Pacific

With a regional forum, three technical seminars and numerous speakers at ISSA webinars, Asia and the Pacific has been a very active region over the reporting period. The successful Regional Social Security Forum (RSSF) and the highest number of entries ever submitted to a Good Practice Award competition, demonstrate the strength and engagement of members in the region.

RSSF Asia-Pacific in figures

425	75	37
participants	organizations	countries

Regional Forum and report

With 425 registered participants, RSSF Asia-Pacific was a stand-out event, held in Riyadh, 3–5 December 2024, and hosted by the General Organization for Social Insurance (GOSI) of Saudi Arabia.

The event was framed by the new ISSA report *Social security developments and trends – Asia and the Pacific 2024*. Based on the report, the Regional Forum addressed a wide range of issues, like ensuring coverage for all workers, ageing societies, resilience, digitalization and innovation.

[More information](#)



Hosted by:

gosi >
التأمينات الاجتماعية
Social Insurance

Good Practice Awards



The issue of coverage was highlighted by the winner of the Good Practice Award for Asia and the Pacific – *The extension of social protection coverage in Oman*, won by the Social Protection Fund in the country. Their work on extending coverage to support all workers was recognized by the international jury, in a record-breaking competition with 187 entries.

[More information](#)

With human-centred digitalization a key theme, the first ISSA Special Distinction for Innovation in Asia-Pacific was awarded to the Central Provident Fund Board of Singapore, for their good practice *Phy-digital@CPF service centres: Bridging the digital divide and revolutionizing service delivery*. This good practice outlined innovative approaches towards digital inclusion and effective support to elderly and vulnerable persons.

[More information](#)

Technical seminars

Two technical seminars were organized in the region over the reporting period. In October 2023, a seminar on improving health coverage and service quality was hosted by the National Health Insurance Service of the Republic of Korea, with the Technical Commission on Medical Care and Sickness Insurance and the

ISSA Liaison Office for East Asia. The Social Security Organisation (Perkeso) of Malaysia hosted a seminar on social security for the self-employed and platform workers in August 2024.

[More information](#)

Arab Social Protection Compass

Since mid-2024, the ILO-ISSA webinar series *Arab Social Protection Compass: Towards Integrated Approaches for Universal Social Protection* puts a spotlight on reforms and programmes geared towards fostering integration within social protection across the region and beyond, while contributing to stir discussion

at the national level. The series includes webinars on reforms and developments in specific countries, as well as social security for agricultural workers and migrants in the region.

[More information](#)

Capacity building and webinars

Many of the participants of the Diploma training courses at the International Training Centre of the ILO (ITC-ILCO) in May 2024 were from ISSA member organizations in Asia and the Pacific. Members in the region are also actively involved in ISSA webinars, both as speakers and participants. In 2024 alone, ISSA members in the region had 31 speaker appearances, in addition to the appearances from a number of other experts and academics in the region.

[More information](#)

Regional webinars on long-term care

The ISSA organized two webinars on long-term care focussing specifically on Asia and the Pacific, involving experts from several countries in the region, as well as the ILO and the Asian Development Bank.

[More information](#)

Good Practice Award

The competition for the ISSA Good Practice Award for Asia and the Pacific 2024 received a record-breaking 187 entries from 35 organizations in 21 countries.

Winner: Social Protection Fund, Oman

Good Practice: *The extension of social protection coverage in Oman*



[More information](#)

Special Distinction for Innovation

The first ISSA Special Distinction for Innovation in Asia and the Pacific was awarded during RSSF Asia and the Pacific.

Winner: Central Provident Fund Board, Singapore

Good Practice: Phy-digital@CPF service centres: Bridging the digital divide and revolutionizing service delivery



[More information](#)

Analysis: International social security agreements in Asia-Pacific

In October 2024, the ISSA published an article that examines the evolution and current state of bilateral and multilateral social security agreements in Asia and the Pacific, which is a major source and destination of international migrant workers.

[More information](#)

Certificates of Excellence

Certificates of Excellence were awarded to five social security institutions from Indonesia, Jordan, Maldives and the United Arab Emirates. The certificates are awarded under the ISSA Recognition programme for the successful implementation of a set of ISSA Guidelines on Social Security Administration.

[More information](#)

Analysis: Social media for social security organizations in Asia-Pacific

In November 2024, the ISSA published an article on how social security organizations in the Asia-Pacific region use social media to break down traditional barriers to communication and facilitate a two-way dialogue with citizens

[More information](#)

09 Focus on Europe

With a regional forum, two technical seminars and a range of speakers at ISSA webinars, Europe has been a vibrant region over the reporting period. The record-breaking number of attendees and good practices submitted for the Regional Social Security Forum (RSSF), demonstrates the strength of the region and its dynamism.

RSSF Europe in figures

475	140	55
participants	organizations	countries



Hosted by:



Regional Forum and report

With more than 475 registered participants, RSSF Europe was the biggest event ever in the region. It was held in Porto, Portugal, from 16 to 18 April 2024, and hosted by the General Directorate for Social Security (*Direção-Geral da Segurança Social*), the Social Security Institute (*Instituto da Segurança Social*) and the Informatics Institute (*Instituto de Informática*) of Portugal.

The event was framed by the new ISSA report *Social security developments and trends – Europe 2024*. Based on the report, the Regional Forum addressed a wide range of issues, like support through a changing life course, resilience, digitalization and innovation.

[More information](#)

Good Practice Awards



The issues of resilience and adaptability was highlighted by the winner of the Good Practice Award for Europe – *Crisis support for Ukrainian citizens*, won by the Social Insurance Institution (ZUS), Poland. Their work on adapting and innovating to support over one million Ukrainian refugees was recognized by the international jury.

[More information](#)

With digitalization as a key theme, the first ISSA Special Distinction for Innovation in Europe was awarded to the Federation of Social Insurances (*Dachverband der Österreichischen Sozialversicherungsträger*), Austria, for their good practice *E-prescription: Totally digital*. This good practice outlined how prescriptions are issued, filled and billed electronically, highlighting innovative approaches to interinstitutional coordination.

[More information](#)

Technical seminars

The ISSA European Network (IEN) organized two technical seminars in the reporting period. A seminar on social security coverage for platform and self-employed workers was hosted by the Social Insurance Institution (ZUS) of Poland in November 2023. A second seminar, on service delivery and technological innovations in Europe, was hosted by the Social Security

Institution (SGK) of Türkiye in November 2024. The seminars allowed experts from across the region to meet and exchange experiences on those topics.

[More information](#)

Webinars

Members, partner organizations and academics from Europe are very active contributors to ISSA events. A total of 53 speakers from 33 organizations in 39 European countries contributed as speakers in 2024 alone. This comes in addition to representatives from international organizations based in Europe, such as the International Labour Organization (ILO), the Organization for Economic Co-operation and Development (OECD), the European Union, the UN Economic Commission for Europe (UNECE), and the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV).

[More information](#)

Analysis: Social security in Europe

The ISSA has published nine articles covering social security in Europe over the reporting period, covering data exchange, digital service delivery, gender responsiveness, health reforms, international agreements, occupational safety and health, platform and self-employed workers, and social security and human rights.

[More information](#)

Good Practice Award

The competition for the ISSA Good Practice Award for Europe 2024 received a recording-breaking 119 entries from 41 organizations in 26 countries.

Winner: Social Insurance Institution (ZUS), Poland

Good Practice: *Crisis support for Ukrainian citizens*



[More information](#)

Special Distinction for Innovation

The first ISSA Special Distinction for Innovation in Europe was awarded during RSSF Europe.

Winner: Federation of Social Insurances (*Dachverband der Österreichischen Sozialversicherungsträger*), Austria

Good Practice: *E-prescription: Totally digital*



[More information](#)

10 Spotlight on platform workers

The growth of the gig economy has led to discussion on the need for social and labour protection for platform workers. The ISSA has undertaken research and analysis, engaged with international organizations and forums, organized events and launched a new portal on this topic.

The rise of the gig and platform economy has opened new markets for businesses and income-generating opportunities for workers but also disrupted traditional employment and social protection. This diverse and complex sector includes various business models, economic areas, service types and worker profiles. Evidence underscores the urgent need for sustainable and fair protection for platform workers.

The ISSA's Protection of Platform Workers Portal was launched in June 2024 and provides unique insights into international and national developments for the social and labour protection of platform workers. It provides access to articles, publications, news and events, and importantly to overviews of country measures and existing legislation.

The portal builds on ISSA research and analysis, and cooperation and discussions with member, international and regional organizations, as well as in international forums. These include the International Labour Organization (ILO), the Organization for Economic Co-operation and Development (OECD), the European Commission, the G20 and the BRICS.

In September 2024, the ISSA organized an international technical seminar on social security for the self-employed and platform workers, hosted by the Social Security Organisation (Perkeso) of Malaysia. Also, in November 2023, the ISSA European Network organized a seminar on the same topic from a European perspective, hosted by the Social Insurance Institution (ZUS) of Poland.

Protection of platform workers portal

The ISSA's Protection of platform workers portal is a unique location for information on social and labour protection in the gig economy.

[More information](#)

Analysis articles and reports on platform work

The ISSA has published several analysis articles on international and regional developments of platform work and social protection for platform workers.

[More information](#)

International Social Security Review

The *International Social Security Review* published articles on digital social security accounts for platform workers in Estonia (2023), and on an experiment on social insurance for gig workers in Malaysia (2024).

[More information](#)



International technical seminar in Malaysia

Key takeaways from the technical seminar on social security for platform workers, held in Malaysia in September 2024, include the need for enhanced regulatory frameworks, institutional innovation and promoting concrete strategic and practical solutions.

[More information](#)

G20 Social policy portal

On the request of the Brazilian Presidency, the ISSA and ILO launched the G20 Social Policy Portal in July 2024, which includes the section “Protection of digital platform workers”.

[More information](#)

Webinar on digital platforms

A webinar jointly organized between the ISSA and the German Corporation for International Cooperation (GIZ) in November 2024 discussed current features and trends of the digital platforms, analysing opportunities and challenges for social protection.

[More information](#)

European technical seminar in Poland

A technical seminar held in Poland in November 2023 dealt with European approaches to enhancing social security coverage for platform workers and the self-employed, including adaptations to social security systems and innovative institutional measures.

[More information](#)

11

Spotlight on migration and international agreements

Migration is a key aspect of global society, and migrants often struggle to access social security benefits. Ensuring their coverage is crucial for fairness, social inclusion, and economic stability. The ISSA is developing strategies to make social security systems more responsive to migration.



Migration and social security have long been a focus area for the ISSA, and in the period covered by this annual review the Association focussed on solutions to bridge the gaps in coverage and promote the portability of rights across borders. The ISSA Working Group on International Social Security Agreements and Data Exchange plays a key role in this work, and the ISSA has taken parts in different forums and partnered with the ILO and its international training centre (ITCILO) on capacity building activities.

Building on the report *Global overview of international social security agreements*, the ISSA has continued its research into 2023 and 2024, and published analysis articles on this topic covering the Americas, Asia and the Pacific and Europe. There are 631 agreements active today, which will be integrated into a unique database that the ISSA will launch in 2025.

Working Group

The ISSA Working Group on International Social Security Agreements and Data Exchange supports member organizations in their efforts to effectively manage an increasing number of international social security agreements and their implementation.

[More information](#)



Analysis: International agreements

The ISSA has produced articles analysing regional developments when it comes bilateral and multilateral social security agreements.

[More information](#)

Analysis: Proof of life of migrants

Based on member's experiences, the ISSA has analysed good practices when it comes to verifying that social security beneficiaries that live abroad are still alive.

[More information](#)

Good Practice Award for assisting Ukrainian refugees

In April 2024, the Social Insurance Institution (ZUS) of Poland won the ISSA Good Practice Award for Europe for its programmes providing crisis support for Ukrainian citizens.

[More information](#)

New ICT guidelines for international agreements

The *ISSA Guidelines on Information and Communication Technology* contain a section on ICT-based implementation of international social security agreements.

[More information](#)

Standards and tools for international data exchange

The ISSA is working to provide social security organizations with a ready-to-use data exchange standard as well as generic and modular tools to facilitate the implementation of information and communication technology (ICT) solutions for international agreements.

[More information](#)

Database on international agreements

Building on extensive research, the ISSA is developing a unique database on international social security agreements that will be launched in 2025.

[More information](#)

International Social Security Review

The *International Social Security Review* Vol. 76, No. 4(2023) addressed the social security rights of various migrant population groups.

[More information](#)

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Special issue: Gender and social security

- Gender, social protection systems and street-level bureaucrats
- Gender gaps in perceptions of social protection: Insights from the OECD Risks that Matter Survey
- A case for rethinking the gender targeting of child cash transfers in Brazil and South Africa: Assessing caregiver sex in determining stunting in child beneficiaries
- Enhancing gender-responsive social protection among informal and traditionally uncovered workers in sub-Saharan Africa: An assessment of access to maternity protection
- Minding the gender gap in Viet Nam's old-age pensions: Actuarial insights on addressing women's discrimination in the design of social insurance schemes



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