



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

International Social Security Association

Join the leaders in social security administration



Welcome to the ISSA community of excellence in social security administration

The exceptional group of leaders and professionals that make up the membership of the International Social Security Association (ISSA) are united in their strong belief in the importance of social security for our societies, economies and populations.

ISSA members share the view that excellence in administration is essential to develop and sustain dynamic social security systems based on good governance, high performance and service quality. Only by sharing best practices, and jointly developing innovative solutions, can we individually and collectively progress and succeed in our mandates.

Social security systems are increasingly facing the same challenges due to globalization, demographic ageing, changing labour markets and the emerging digital economy, the ISSA's role has become more important than ever. As the only global network of social security organizations committed to excellence, the ISSA provides access to a strategic partner with a deep understanding of your business, of the challenges you are facing, and of how you can address these successfully. A partner you can count on!

For nine decades the ISSA has been committed to promoting adequate and sustainable social security for all and strengthening the critical role of administrations. Together we have shaped a clear vision of how the ISSA can best assist its members in reaching administrative excellence: at the strategic level, through professional standards, international collaboration, and knowledge sharing, and at the operational level, through relevant and high-quality knowledge products based on best practices and support services tailored to members' needs.

This brochure gives a brief insight into our unique organization and the exclusive strategic and practical benefits it offers its members.

We look forward to providing you with more details and to welcoming you personally to the ISSA's community of excellence.



Joachim Breuer

Joachim Breuer
ISSA President



Hans-Horst Konkolewsky

Hans-Horst Konkolewsky
ISSA Secretary General

The ISSA

For 90 years the International Social Security Association has been the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional Guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. The ISSA was founded in 1927 under the auspices of the International Labour Organization, and is based in Geneva, Switzerland.

The ISSA in numbers



Creation of the ISSA



320+

member institutions in 160 countries



150+ member organizations participated in ISSA Academy events in 2016



million administrators and experts employed by members



6 trillion+ USD of funds invested by ISSA members



600+ good practices in social security in the ISSA database



3 billion persons covered by ISSA members

Welcome to the ISSA community

Professional Standards, International Collaboration, and Knowledge Sharing

5 strategic benefits of joining the global leader in social security

As a member-based organization our most important objective is to ensure that our activities at all times are relevant, of high quality and offer real added value to the ISSA membership.

The strategic and practical benefits of ISSA membership are many; we have selected five of each to illustrate this potential.



5 strategic benefits

Five Key Strategic Benefits of ISSA Membership

1 Engaging in the leading global social security organization

With more than 320 member institutions in more than 160 countries, the ISSA is the

leading international organization for social security administrators committed to excellence, and an unparalleled source of knowledge and experience. ISSA members protect more than 3 billion people, covering all branches of social security, from old-age, disability and health, to employment injury, unemployment and family.

2 Joining an exclusive community of professionals

The ISSA provides cost-effective access to an exclusive community of leaders

and professionals that understand and share your priority challenges. Whether it is about solutions to administrative problems, new approaches to address social security challenges or comparing and benchmarking your institution, the ISSA offers a unique community of practice and source of inspiration.

3 Promoting social security and the role of administrations

The ISSA is a global leader in promoting social security and the role of administrations

at the international level, by working with organizations such as the ILO, OECD, WHO and World Bank and country groupings including G20 and BRICS. Being part of the ISSA community you have the opportunity to contribute to shaping the future of social security and to make your voice heard at key international forums.

4 Accessing the recognized standards in social security administration

The ISSA is the authoritative global body to set professional standards in

social security administration. Based on best practices amongst our global membership, they reflect a unique understanding of social security administration and provide you with detailed guidance for good governance and for key business processes such as service quality, information and communication technologies or compliance.

5 Responding to the needs of your organization

The ISSA is a responsive service provider that tailors its activities, products

and knowledge to the needs of your institution based on an engaged dialogue. The benefits of ISSA membership and access to the knowledge and services are not only available to top managements and boards but also to line managers and technical experts.

5 practical benefits provided by our Centre for Excellence



5 practical benefits

Five Key Practical Benefits of ISSA Membership

1 Accessing international Guidelines and good practice solutions

Our Centre for Excellence provides you with **exclusive access** to professional **Guidelines in key**

areas of social security administration. These unique resources are complemented by over 600 examples of **good practices** as well as technical support services that tailor knowledge and facilitate member-to-member exchanges according to your specific needs.

2 Facilitating capacity building and staff development

The ISSA Academy offers **capacity-building and staff development** opportunities

that support your organization in securing good governance, as well as high levels of performance and service quality, based on our Guidelines. ISSA Academy workshops and training courses are easily accessible as they are offered throughout the world in the main languages by our regional offices and partners.

3 Providing innovative solutions

The ISSA is your partner in **addressing the key challenges for social security** such as changing labour markets,

demographic ageing, coverage extension or the emerging digital economy. Working in collaboration with thought-leaders and reference organizations such as the ILO or the OECD, our **website, publications and events** are your global source for new approaches and innovative solutions **shaping the future of social security**.

4 Engaging via networking events and platforms

Offering member-to-member exchanges, cutting edge knowledge from international experts and unique networking

opportunities, the rich programme of ISSA events is an exclusive benefit for members. The ISSA's **World Social Security Forum and Regional Social Security Forums** are privileged occasions for social security leaders to meet and exchange. In addition the ISSA opens up a broad array of opportunities to engage with other member institutions in the **ISSA's technical networks and regional structures**.

5 Achieving recognition – The ISSA Certificate of Excellence

ISSA members can receive **formal evaluation and recognition** by the ISSA of their compliance with

our international professional standards in administration. The ISSA Certificate of Excellence is the only global certification tailored for social security administration, and accessible exclusively to ISSA members.

Join the leaders, join our community of excellence and start benefiting!

Get started now, and join the growing community of social security managers and professionals benefiting from ISSA membership.

For more information please visit www.issa.int/join

Or contact our member service team at issa@ilo.org or call **+41 22 799 66 17**

Download the ISSA app www.issa.int/app

Promoting excellence in social security



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“The ISSA has a unique position and role as a driving force in identifying and sharing good practices. I believe that the ISSA will continue on this path, in order that members can make full use of this knowledge and skills database, and support the development of social security in the world.”

Katrin Westling Palm | Director General
Swedish Pensions Agency, Sweden

“In Mauritius we have already adopted the Guidelines on Good Governance and Guidelines on Service Quality, which we intend to implement in phases. We are pleased to participate in the activities of the ISSA, and to use the knowledge and support we have gained to improve the delivery of our services.”

Fatadin Fatadin | Commissioner
Ministry of Social Security, Mauritius

“I would personally testify that the Guidelines have been of much help to us in our work. As a developing country, we need this assistance in order to progress further and move our organization to the next level.”

Mohammed Azman Bin Aziz Mohammed | Chief Executive Officer
Social Security Organization, Malaysia

“I warmly invite ISSA members to participate in the Recognition Programme. The programme not only encouraged us to leave our comfort zone, but it also helped us to improve, guaranteeing the highest level of efficiency and effectiveness required by our members of the population insured by Bank Employees' Pension Fund, as well as the rest of the Uruguayan society.”

Gustavo Pedro Weare Colombo | President
Bank Employees' Pension Fund, Uruguay

