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ISSA SECRETARY  
GENERAL CANDIDATE

MY WORK PLAN  
PROPOSAL FOR ISSA  
2019 – 2021

**“LET´S CELEBRATE ISSA´S  
CENTENNIAL CONTRIBUTING  
TO A SUSTAINABLE  
DEVELOPMENT OF SOCIETIES”**

# BACKGROUND

During 2016 ISSA issued a document on the “**Ten global challenges for Social Security**”. The report highlights that even though in recent years there have been major advances in Social Security that have brought benefits to millions of persons in many countries, there are still improvements to be established along with the need to tackle new challenges associated to present changes in societies. In my opinion these changes represent strong trends that will impact sooner or later all organizations dealing with any form of Social Security.

The report provides general outlines on areas in which we have to keep working. At the same time, we must speed up the transfer of good management practices between members and generate more innovation in the way we deliver social security services.

Personally I perceive these new demands as opportunities to discover new possibilities for all of us who participate in the world of Social Security. The new technologies, Big Data, Internet of Things (IoT), the Cloud, use of Artificial Intelligence (AI), automation, extended use of robots, will change the way in which we work and communicate. A new generation of computers will allow better data analysis and to transform these information into knowledge, better connection with beneficiaries to learn about their needs and demands for services, and improvements in collaboration among organizations in charge of Social Security at a global level, creating a community of practice/ knowledge that facilitates learning and continuous improvement for all.

These and other innovative developments for Social Security will not only allow us to face present and future challenges but will also deliver sustainability for the different players that participate in the sector, keeping up the development that Social Security has reached in recent years and showcasing the contribution that Social Security provides to the quality of life of persons and to a sustainable development of society. Furthermore, we should use our knowledge to activate prevention activities in order to contribute to wellbeing of people and societies and to guarantee sustainability of our social systems.

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DEMANDS AS OPPORTUNITIES TO  
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SOCIAL SECURITY**



# MY CONTRIBUTION

Based on my professional experience and on my vocation to work for a better social security I seek to contribute to find solutions for present and future Social Security global challenges. My performance during over two decades in a social security organization that manages social insurance for occupational accidents and diseases has allowed me to work directly in the management of insurance for occupational accidents and diseases, risk prevention at work, management of preventive and curative health services for workers, investment management and payment of pensions. My experience has been both from a strategic perspective as well as from the operational execution level.

I would also like to highlight my experience on relating to persons and in building agreements between different stakeholders in Social Security (governmental authorities, employer's guilds and workers representatives).

At an international level I have been a strong supporter of Vision Zero strategy developed by ISSA. This initiative has clear and easy to communicate principles and in a year it has achieved a significant global impact in the area of Health and Safety at work.

We must work in projects similar to Vision Zero that provide coherence and impulse to different issues in all areas of Social Security and that can convene global support. In order to achieve this it is vital to keep Social Security organizations attuned to changes in each society, keeping people at the center of our initiatives.

My motto is: "ISSA, a community that works towards a Social Security that contributes to human wellbeing and sustainable development of countries"

**WE MUST WORK IN PROJECTS SIMILAR TO VISION ZERO THAT PROVIDE COHERENCE AND IMPULSE TO DIFFERENT ISSUES IN ALL AREAS OF SOCIAL SECURITY AND THAT CAN CONVEY GLOBAL SUPPORT. IN ORDER TO ACHIEVE THIS IT IS VITAL TO KEEP SOCIAL SECURITY ORGANIZATIONS ATTUNED TO CHANGES IN EACH SOCIETY, KEEPING PEOPLE AT THE CENTER OF OUR INITIATIVES.**



My motto is:

**“ ISSA, A COMMUNITY THAT WORKS TOWARDS A SOCIAL SECURITY THAT CONTRIBUTES TO HUMAN WELLBEING AND SUSTAINABLE DEVELOPMENT OF COUNTRIES ”**

**VISION ZERO**   
Safety.Health.Wellbeing.





# My main ideas, the foundation of my work plan proposals 2019 – 2021

I have the expectation that ISSA is one of the key players providing answers on the challenges caused by new technologies as well as by new forms of work for social security and social insurance (e.g. with regard to contribution stability).

I assert that we have an immediate need to increase the speed of transfer of currently available good practices in management within member organizations of ISSA, along with generating alliances that will allow us to increase innovation. By doing this we will be able to provide timely answers for the needs faced by Social Security Systems everywhere in the world.

I will promote initiatives to strengthen strategies that have worked and the search for new means to increase interaction among ISSA members and between ISSA and other organizations.

I believe an increased interaction will generate more communication, knowledge exchange, and transfer of good practices and innovation. All these actions could bring the benefits of preventive actions to all areas of social security systems and contribute to addressing challenges such as migration, and further integration of women to the workforce.

I believe that Social Security is a human right and if delivered efficiently it enhances the quality of life of persons and is a contributor to development and social wellbeing of countries.

I think each member organization of ISSA has their own challenges in pursuit of their aim to provide the best Social Security for their country.

The great value of ISSA lies in its ability to connect members around collaborative work. We must create conditions that foster increased communication, coordination and collaboration among members.

**"WE MUST PERCEIVE SOCIAL SECURITY AS AN UNDENIABLE HUMAN RIGHT. IT'S THE ONLY WAY TO ADVANCE TOWARDS A SAFE AND SUSTAINABLE DEVELOPMENT OF SOCIETIES"**



## INITIAL PROPOSALS:

1

Develop an Strategic Planning 2019 – 2021 with wide participation of members through current structures such as Technical Commissions; Prevention Committees; Assemblies, Seminars and through new means of participation based on IT (videoconferences; on line communities, web based surveys).

2

Generate perceived value for ISSA members achieving the perception in each affiliate and associate organization of ISSA that membership is a high return investment. To obtain this I am committed to work towards accomplishing that all services offered by ISSA maintain a high technical standard and professional support and that they are timely and appropriate to the specific conditions of each member.

3

Transform ISSA into an Innovation hub for management in Social Security, adding value for members of developed countries that have already attained technical maturity in their management processes.

4

Consolidate ISSA as a high level technical advisor in management for areas of Social Security, adding value for members that still need to improve efficacy of their processes and benefits coverage, or that by being involved in great transformation projects, need to redefine their management.

5

We must develop a strategy to secure a balanced and sustainable finance model based on extending ISSA's membership along with promoting and assessing other external sources of financing such as specific projects that can be sponsored by companies and/or other international organizations or subscription packages for private insurance, consultancy and technological companies.

6

Finally, to strengthen transparency and accountability of the ISSA my perception is that we must increase member's participation not only in the technical commissions, workshops and seminars, but also in our future strategic planning initiative. We should also review our governance practices to make sure they reflect the same high standard that current global good practices recommend.



**"MY COMMITMENT IS TO RAISE  
ISSA'S RELEVANCE AND  
STRENGTHEN ITS MANAGEMENT  
AND CONSULTANCY SERVICES IN  
ALL AREAS OF SOCIAL SECURITY.  
WE WILL ONLY GO FORWARD IF  
WE HAVE THE NECESSARY  
STRENGTHS AS AN ORGANIZATION  
TO ACHIEVE IT "**

# HOW WE ARE PLANNING TO DO IT:

**"I AM CONVINCED THAT INNOVATION, CREATIVITY AND USE OF NEW INFORMATION TECHNOLOGIES ARE THE TOOLS NEEDED TO ACHIEVE ISSA'S GOALS. WE MUST GO FORWARD IN ACCORDANCE WITH THE POSSIBILITIES THAT THE MODERN WORLD OFFER US."**

## ISSA as a knowledge source and innovation promoter :

Enhance the use of new technologies (AI; Big Data; IoT; MOOCs) in management of Social Security organizations and in Service provision by ISSA.

Generate alliances with different organizations that seek to contribute to Social Security and persons well being: Technology organizations; Universities; International Consultants.

Develop a task force that can convene member's diversity and integrate competencies from different professional areas.

Propose a Social Security services framework in accordance with new forms of labor (Distance Working; GIG economy jobs; work by projects).

Facilitate continuous training of professionals that work in Social Security Systems worldwide, for example developing and using On Line courses in areas of Social Security.

Develop collaborative work between members and with other industries, promoting private – public integration.

## Increase member's participation

Achieve maximum participation in the different committees and working groups of ISSA.

Use of technology (video conferences) to facilitate participation. Showcasing projects in progress, and good practices that can be replicated.

Standardize social security practices that can be replicated.

Increase awareness of current professional network within member organizations. ISSA must be a professional network based on a technological platform.

Continuous improvement of ISSA's web page and the new app, to make it more transactional and to facilitate creating a member's community.

ISSA's strength depends on its membership. They are the ones that contribute knowledge, innovation and good practices, along with financial support. A campaign to incorporate new companies from Latin America and other regions to ISSA would increase the benefits of knowledge transfer for all members and contribute to financial sustainability.





# REINFORCE ISSA'S INITIATIVES SUCH AS:

Promote professional management in Social Security. ISSA must continue to generate studies that provide technical and scientific support to best practices through association with partners of outstanding technical experience and through an inventory of best practices derived from R&D initiatives of affiliate and associate members.

Promote the exchange of good practices through presentations and communication of success stories among members. In this line, ISSA should generate new opportunities to present good practices such as international contests of good practices in social security, publications in academic and social media, seminars, and direct exchange among members, supported by a methodology provided by ISSA's staff.

Create a network of international consultants that can support members in their challenges. These consultants could be professionals from ISSA's staff, professionals from member organizations or certified associated experts.

Enhance the Center for Excellency increasing its coverage through massive on line courses (MOOCs) supported by local workshops delivered by certified consultants.

Update the Technical Guides and foremost, develop tools that can facilitate their communication and usage. Here the use of technology is again critical.

Analyze the impact of the new styles of work on the present Social Security model to allow services and benefits to be adjusted to the needs of future conditions.

## PROPOSALS TO DEVELOP THROUGH SPECIFIC ISSA PROJECTS:

- Professional network - technological platform
- Showcase projects in progress
- Showcase, promote and replicate good practices
- Improve "lessons learned at seminars, congress, meetings"
- On line courses on Social Security areas
- Open innovation platform with study cases in robotics, AI, Big data analytics applied to Social Security

**"ISSA'S TECHNICAL EXPERTISE  
PLUS ALL GOOD PRACTICES  
DEVELOPED BY ITS MEMBERS  
ARE KEY TO STRENGTHEN AND  
ADVANCE IN CONSOLIDATING  
SOCIAL SECURITY IN THE  
WORLD"**

**THIS IS OUR CHALLENGE!**



# ISSA COMMUNITY CELEBRATES 100 YEARS CONTRIBUTING TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (2030)



## SUSTAINABLE DEVELOPMENT GOALS



ISSA will reach a 100 years of existence in 2027 and this no doubt will be an opportunity to consolidate our progress and make all necessary improvements to allow ISSA and its members to become concrete contributors to United Nations Sustainable Development Goals 2030.

ISSA members have a unique opportunity to celebrate 100 years of the ISSA, reinforcing our commitment to Global Social Security by contributing to the Sustainable Development Goals 2030 of the UN.

The diversity and depth of the services that the members of the ISSA have in their countries, allows us to help in almost all the objectives of the sustainable development goals for 2030 declared by the UN. This program provides an ideal framework to highlight our contribution to people lives at a global level.

As members of ISSA we should focus our work on these objectives:

- No Poverty
- Good Health and Well-being
- Gender Equality
- Decent work and economic growth
- Reduced inequalities
- Responsible consumption and production

I propose to develop an initiative to create an inventory of ISSA's work based on the contribution that we can provide for these Sustainable Development Goals, and set specific contribution goals for 2027 that can give additional meaning to our centennial celebration.

By doing this ISSA will increase its impact and will gain further recognition as a relevant player in global social development. This will allow us to generate alliances with new organizations, manage new resources and promote initiatives aligned with ISSA's purpose.

**"ALIGNING ISSA'S GOALS TO UN'S SDG 2030 WILL ALLOW  
US TO IMPLEMENT AN INTEGRATED APPROACH TO SOCIAL  
SECURITY CHALLENGES. WE MUST SEEK ALLIANCES  
THAT WILL ENABLE US TO REACH OUR OBJETIVES AS WE  
APPROACH THE ORGANIZATION CENTENNIAL"**



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I WISH TO THANK ALL REPRESENTATIVES FROM ISSA'S MEMBERS AND OTHER INTERNATIONAL ORGANIZATIONS THAT SENT ME THEIR COMMENTS AND SUGGESTIONS. THEIR COLLABORATION CONTRIBUTED TO ENRICH AND IMPROVE THIS FINAL VERSION OF MY WORK PLAN PROPOSAL

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