

**IEN Technical Seminar**  
**Social security and human rights – Ensuring access and combatting  
the non-take-up of social benefits**  
Belval, Luxembourg, June 8–9, 2023

**PROGRAMME**

**Thursday, 8 June 2023**

08:00–09:00      **Registration of participants**

09:00–09:05      **Introductory announcements**

*Vanessa Di Bartolomeo*  
Member of the Board of Directors  
Luxembourg Association of Social Security Institutions  
Deputy Director  
General Inspectorate of Social Security  
Luxembourg

09:05–09:30      **Opening ceremony**

*Claude Haagen*  
Minister of Social Security  
Luxembourg

*Marcelo Abi-Ramia Caetano*  
Secretary General  
International Social Security Association

*Marc Bichler*  
*His Excellency the Ambassador*  
Permanent Representation of Luxembourg to the United Nations and other  
International Organizations  
Switzerland

*Norbert Lindenlaub*  
*President*  
Luxembourgish Association of Social Security Institutions  
Luxembourg

09:30–10:45      **Session 1: Human rights, social rights and social security**  
This session will provide an overview of the fundamental importance of social security as a human right. It will present the main challenges facing our

societies in the realization of this right and set the stage for the following sessions and discussions.

*Jung Rin Kim*

Human Rights Officer, Economic, Social and Cultural Rights Section  
Office of the United Nations High Commissioner for Human Rights (OHCHR)

*Maya Stern-Plaza*

Social Protection Legal and Standards Officer  
International Labour Organization

*Laurent Aujean*

Policy Officer  
Directorate of General Employment, Social Affairs and Inclusion  
European Commission

*Amélie Becker*

Advisor  
General Inspection for Social Security  
Luxembourg

Moderation:

*Anne Goedert*

Goodwill Ambassador for Human Rights; Chair of the Inter-Ministerial  
Committee on Human Rights  
Luxembourg

10:45–11:15

*Coffee break*

11:15-12:30

**Session 2: Making human rights a reality – Combatting non-take-up of benefits**

This session will provide an overview of the situation globally and particularly in Europe regarding the non-take-up of benefits, and identifying the groups and types of benefits most affected.

*Olivier De Schutter*

Special Rapporteur on extreme poverty and human rights  
Human Rights Council  
United Nations

*Antoine Rode*

Research Fellow, Associate Researcher, UMR Pacte  
ODENORE, Observatory for non-take-up at the University of Grenoble  
France

*Raoul Schaaf*

Director  
National Committee for Social Defence  
Luxembourg

*Jens Schremmer*  
 Head of the Secretary General Office  
 International Social Security Association

Moderation:  
*Gilbert Pregno*  
 President  
 Advisory Commission on Human Rights  
 Luxembourg

12:30–14:00 *Lunch break at the invitation of the Luxembourgish Association of Social Security Institutions*  
*Location: Maison des Arts et des Etudiants*  
*Av. de la Fonte, Esch-Belval Esch-sur-Alzette*

14:00–15:30 **Session 3: Combatting non-take-up through process transformation and automation**  
 Presentation of innovations and good practices  
 Discussion

*Mark Musu*  
 Permanent Secretary  
 Ministry for Social Policy and Children's Rights  
 Malta

*Christian Oberlé*  
 President  
 National Health Fund  
 Luxembourg

*Nicolas Kremer*  
 First Advisor  
 National Health Fund  
 Luxembourg

*Olivier Corbobesse*  
 Director of the European and International Relations and Cooperation Mission  
 National Fund for Family Allowance  
 France

*Catherine Fitzpatrick*  
 Principal Officer  
 Department of Social Protection  
 Ireland

Moderation:  
*Tiago Alexandre Freitas Mendes Preguiça*  
 Director General  
 Directorate General for Social Security  
 Portugal

15:30–16:00 *Coffee break*

16:00–17:30      **Session 4: Combatting non-take-up through customer-centric services and digital inclusion**  
 Presentation of innovations and good practices  
 Discussion

*Thore Hansen*  
 Senior Advisor  
 Department of Analysis and Research, NAV  
 Norway

*Marc Hostert*  
 Advisor to the Government  
 Ministry of Social Security  
 Luxembourg

*Marjukka Turunen*  
 Director of Legislative Affairs  
 Social Insurance Institution, KELA  
 Finland

Moderation:  
*Sarah Scaillet*  
 General Administrator  
 Federal Service for Pensions  
 Belgium

17:30–19:00      Cocktail  
*At the invitation of the Luxembourg Association of Social Security Institutions*  
*Location: Maison des Arts et des Etudiants*  
*Av. de la Fonte, Esch-Belval Esch-sur-Alzette*

### **Friday, 9 June 2023**

09:00–09:30      **OECD Research Presentation: income support in OECD countries**

*Herwig Immervoll*  
 Head of Employment-related Social Policies  
 Organization for the Economic Cooperation and Development, OECD

Moderation:  
*Jens Schremmer*  
 Head of the Secretary General Office  
 International Social Security Association

- 09:30–10:30      **Session 5: Combatting non-take-up through communication and outreach**  
 Presentation of innovations and good practices  
 Discussion
- Paula Salgado*  
 President  
 Institute for Informatics  
 Portugal
- Kristina Zitikyte*  
 Advisor, Division of Statistics, Analysis and Forecasting  
 State Social Insurance Fund Board of the Republic of Lithuania under the  
 Ministry of Social Security and Labour, SODRA  
 Lithuania
- Moderation:  
*Jean-Marc Vandenberg*  
 General Administrator  
 National Employment Office  
 Belgium
- 10:30–11:00      *Coffee break*
- 11:00–12:15      **Session 6: Providing services to populations with special needs**  
 Presentation of innovations and good practices  
 Discussion
- Abílio Fernandes*  
 First Advisor  
 Ministry of Social Security  
 Luxembourg
- Peter Samyn*  
 President of the Administration Board  
 Ministry of Social Security  
 Belgium
- Elshad Khanalibayli*  
 Head, International Relations Department  
 State Social Protection Fund under the Ministry of Labour and Social  
 Protection of the Population of the Republic of Azerbaijan  
 Azerbaijan
- Moderation:  
*Marcelo Abi-Ramia Caetano*  
 Secretary General  
 International Social Security Association
- 12:15–12:30      **Conclusions and closing**
- Marcelo Abi-Ramia Caetano*  
 Secretary General

International Social Security Association

*Vanessa Di Bartolomeo*

Member of the Board of Directors

Luxembourg Association of Social Security Institutions

Deputy Director

General Inspectorate of Social Security

Luxembourg