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EXCELLENCE IN SOCIAL SECURITY

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MINISTRY OF HUMAN RESOURCES



PERKESO

ISSA TECHNICAL SEMINAR 2024

SOCIAL SECURITY FOR THE SELF-EMPLOYED AND PLATFORM WORKERS

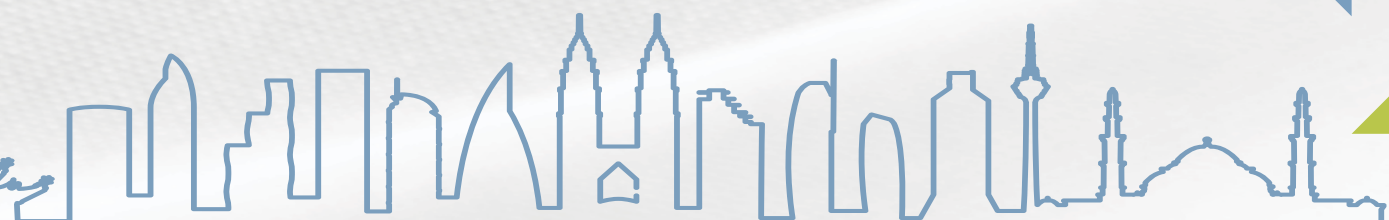
Addressing the diversity and needs of the
platform economy and gig workers

27th and 28th August 2024

World Trade Centre Kuala Lumpur

PROGRAMME BOOK

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As we gather here for the International Social Security Association (ISSA) Technical Seminar on Social Security for the Self-Employed and Platform Workers, I am honored to welcome you to Kuala Lumpur, Malaysia, on behalf of the Social Security Organisation (PERKESO). This seminar, taking place from 27–28 August 2024, comes at a crucial time when the need to extend social security coverage to all segments of our workforce, particularly platform workers and the self-employed, has never been more pressing.

In Asia and the Pacific, we are witnessing a significant push towards expanding social security coverage, with a growing focus on those in the platform economy and the self-employed. The dynamic nature of the platform economy, coupled with efforts to formalize the labour market, presents both challenges and opportunities for our social security systems. Ensuring that these workers are included in our social security frameworks is not just a matter of policy, but a reflection of our commitment to inclusivity and social protection for all.

This seminar will serve as a platform to explore recent advancements in extending social security programmes, developing regulatory frameworks, and classifying employment status, all within the context of the event's theme, "Addressing the Diversity and Needs of the Platform Economy and Gig Workers." We will also examine how our social security systems are adapting to these evolving realities, with a particular focus on institutional innovations that facilitate registration, payment, data sharing, and awareness initiatives.

By bringing together academic insights, good practices, and innovations from ISSA member institutions, as well as research and strategies from international and local organizations, this event promises to offer both strategic and practical solutions to the challenges we face. It is my hope that the discussions and exchanges over the next two days will inspire and guide our collective efforts to ensure that no worker, regardless of their employment status, is left without the protection and support they deserve.

I wish you all a fruitful and engaging seminar.



**YBhg. Dato' Sri Dr. Mohammed
Azman Aziz Mohammed**

President of International Social
Security Association (ISSA)

ABOUT THE SEMINAR



The ISSA Technical Seminar on Social Security for the Self-Employed and Platform Workers is a pivotal event that addresses recent advancements in enhancing social security coverage for both platform workers and the self-employed in Asia and the Pacific. Hosted by the Malaysian Social Security Organisation (PERKESO) the seminar will take place in Kuala Lumpur, Malaysia from 27 to 28 August 2024.

While the post-pandemic shift has significantly contributed to the rise in self-employment, the advent of digitalization and artificial intelligence has also played a crucial role in driving this trend, particularly in Asia and the Pacific. These technological advancements have opened new avenues for self-employment, echoing discussions initiated at the ISSA Technical Seminar in Kuala Lumpur in 2020. In accordance, the efforts to bolster social security coverage for platform workers and self-employed have also gained momentum. Amid the dynamic landscape of the platform economy and labour market formalization strategies for both self-employed and platform workers, ensuring inclusive social security coverage has become a key objective that is supported by innovative strategies and regulatory measures.

The seminar will encompass program extensions, regulatory frameworks, classification of employment status, and adaptations to social security systems. Additionally, it will explore institutional innovations that facilitate registration, payment, data sharing, and awareness initiatives. By bringing together academic insights, good practices, and innovations from ISSA member institutions, alongside the research and strategies of international organizations, this event will offer both strategic and practical solutions to the challenge of extending coverage to the self-employed and platform workers. This event promises to be an invaluable opportunity for stakeholders to engage in discussions that will shape the future of social security for gig workers globally.

PROGRAMME ITINERARY

Day 1 | 27th August 2024

- 08:30 - 09:00** Registration and Arrivals
- 09:00 - 10:00** **Opening Remarks and Welcoming Ceremony**
- 10:00 - 10:30** Networking Break
- 10:30 - 12:30** **Plenary 1: Self-Employment and the Platform Economy in Asia and the Pacific**

MODERATOR:

Emeritus Prof Datuk Dr. Norma binti Mansor, Director SWRC

TOPICS & PANELLISTS:

- **Global Developments and Social Security Challenges and Solutions**

YBhg. Dato' Sri Dr. Mohammed Azman Aziz Mohammed,
President, International Social Security Association (ISSA)

- **Legal Framework for Self-Employed (Asia Pacific)**

Mr. Kenichi Hirose, Senior Technical Specialist, ILO

- **Social Security Coverage in the Arts: A Perspective from Niche Industry**

YBhg. Datuk Azmir Saifuddin Motalib, Chief Executive Officer of FINAS

Venue: Dewan Merdeka, Level 4, WTC KL

12:30 - 14:00 Networking Lunch

14:00 - 15:30 **Plenary 2: Social Security Coverage for the Self-Employed and Platform Workers – International Trends and Good Practices**

MODERATOR:

Ms. Gayathri Vadivel, Vice President ISSA TC for Employment Insurance and Head of Division, Employment Service, PERKESO

TOPICS & PANELLISTS:

- **Country Experience Korea: Good Practice Regarding Extension to Self-Employed**

Dr. In Young Jung, Deputy Research Fellow, National Pension Research Institute Korea

- **Country Experience Philippines: Good Practice Regarding Extension to Self-Employed**

Mr. Carlo C. Villacorta, Acting Head, Account Management Group, Republic of Philippines, Social Security System

PROGRAMME ITINERARY

Day 1 | 27th August 2024

- **Country Experience Indonesia: Good Practice Regarding Extension to Platform Workers**

Mr. Romie Erfianto, Regional CEO of BPJS Ketenagakerjaan, Indonesia

- **Country Experience India: Good Practice Regarding Extension to Platform Workers**

Ms. Mariko Ouchi, Senior Social Protection Specialist, ILO Decent Work Technical Support Team (DWT), New Delhi

Venue: Dewan Merdeka, Level 4, WTC KL

15:30 - 16:00 Networking Break

16:00 - 17:30 **Special Forum Session: Advancing Social Security Coverage for the Self-Employed and Platform Workers**

MODERATOR:

Mr. Edmund Cheong, Chief Strategic and Transformation Officer, PERKESO

TOPICS & PANELLISTS:

- YBhg. Dato' Sri Khairul Dzaimie Daud, Secretary General Ministry of Human Resources Malaysia
- Mr. Marcelo Abi-Ramia Caetano, ISSA Secretary General
- Emeritus Prof Datuk Dr. Norma binti Mansor, Director SWRC

Venue: Dewan Merdeka, Level 4, WTC KL

17:30 - 21:30 GIG Dinner- The Estate on Federal Hill, Kuala Lumpur

PROGRAMME ITINERARY

Day 2 | 28th August 2024

08:30 - 09:00

Registration of participants

09:00 - 10:30

International Focus Area 1: Ensuring Effective Access to Coverage for Platform Workers – Country Experiences and Institutional Good Practices

MODERATOR:

Ms. Michiko Miyamoto, Director, International Labour Organization, Decent Work Team for South Asia and Country Office for India, New Delhi

TOPICS & PANELLISTS:

- **Experience and Good Practice of China**

Ms. Wang Xiaochen, Audit and Risk Control Division, China

- **Experience and Good Practice of Malaysia**

Mr. Ahmad Nazli bin Othman Mohd, Chief Financial Officer, PERKESO

- **Experience and Good Practice of Singapore**

Ms. Chee Sok Lin, Group Director Employer Collections and Enforcement Group Central Provident Fund, Singapore

Venue: Dewan Merdeka, Level 4, WTC KL

09:00 - 10:30

National Focus Area 2: Diverse Self-Employment and Jobs Security

MODERATOR:

Mr. Mohamad Haron bin Othman, Head of The Self Employment Division, PERKESO

TOPICS & PANELLISTS:

- **The Road Ahead: Building Sustainable Job Security for The Platform and Gig Workers**

Mr. Azirruan bin Arifin, Head Office Employment Insurance System, PERKESO

- **Own Account Workers**

Ms. Trần Bình Minh, The Central Institute for Economic Management, Ministry of Planning and Investment, Vietnam

- **An Analysis of the Professions Chosen by Self-Employed Individuals**

Ms. Francesca Chia, CEO and Co-Founder, Go Get

Venue: Dewan Tun Hussein Onn, Level 2, WTC KL

PROGRAMME ITINERARY

Day 2 | 28th August 2024

09:00 - 10:30

National Focus Area 3: Labor Market Developments and Social Security Coverage Gaps

MODERATOR:

Ms. Shuhada Nor Baharin, Actuarial, Statistics & Resource Center, PERKESO

TOPICS & PANELLISTS:

- **Social Security Protection Floor**

Mr. Simon Brimblecombe, Chief Technical Adviser and Head, Regional Actuarial Services, International Labour Organization

- **Exploring Solutions for Job Transition Between Being Employed, on a Platform and Self-Employment**

Dr Zulkipli Omar, Senior Research Associate, SWRC

- **Social Security for the Aged Self-Employed**

Ms. Balqais Yusoff, Head of Policy & Strategy, EPF

Venue: Dewan Tun Dr Ismail, Level 2, WTC KL

10:30 - 11:00

Networking Break

11:00 - 12:30

International Focus Area 4: Meeting the Social Security Needs of the Self-Employed – Country Experience

MODERATOR:

Mr. Indrajid Nurmukti, Regional Coordinator for Asia and Pacific, ISSA

TOPICS & PANELLISTS:

- **Experience and Good Practice of the Islamic Republic of Iran**

Mr. Akbar Mohamadpoor, Head - Office of the Insurance Studies, Social Security Organization, Iran

- **Experience and Good Practice of Thailand**

Ms. Narumol Boonmee, Director of Social Security Development for Informal Sector Workers, Social Security Office, Thailand

- **Experience and Good Practice of Azerbaijan**

Prof. Dr. Elshad Khanalibayli, State Social Protection Fund, Ministry of Labour and Social Protection of Population, Republic of Azerbaijan

- **Experience and good practice of Indonesia**

Dr. Andi Afdal
Director of Human Resources and General Affairs BPJS Kesehatan

Venue: Dewan Merdeka, Level 4, WTC KL

PROGRAMME ITINERARY

Day 2 | 28th August 2024

11:00 - 12:30

National Focus Area 5: Activation Labour Market Programmes (ALMP) for the Self-Employed and the Platform Workers

MODERATOR:

Mr. Muhammad Adam Al-Nawawi, Head of Branch, Monitoring and Development, Employment Insurance Division

TOPICS & PANELLISTS:

- **Education And Awareness-Building on The Pros and Cons of Self-Employment and Platform Work**
Mr. Jose Rizal, Chief Activist, Gabungan E-Hailing Malaysia
- **Upskilling Initiatives for Self-Employed Skilled Workers and Micro-Entrepreneurs**
Dr. Ram Gopal Raj, Chief Technology Officer, Outclass
- **ALMPs Program for The Self-Employed and Platform Workers in Turkey**
Ms. Zeynep Günder, Group Manager of the Protocols and Entities, Social Security Institution, Türkiye
- **ALMPs Program for The Self-Employed and Platform Workers in Malaysia**
Ms. Wan Amirah Wan Usamah, Research Associate, Khazanah Research Institute

Venue: Dewan Tun Hussein Onn, Level 2, WTC KL

11:00 - 12:30

National Focus Area 6: Safety and Health for the Self-Employed

MODERATOR:

Dr. Edrin Nazri bin Abdul Rasib, Head of Medical Board and Medical Opinion, PERKESO

TOPICS & PANELLISTS:

- **Safety at the Last Mile? Road Safety for the Delivery Gig Workers**
Assoc. Prof. Ts. Dr. Siti Zaharah Ishak, Director General of MIROS
- **Can the OSH Law Be Partial to The Self-Employed?**
Ms. Natsu Nogami, Chief Technical Advisor for Labour Law Reform and Industrial Relations Project, ILO
- **An Industrial Practice to Safety and Health Amongst Platform Workers**
Mr. Mohamad Zainal Mohamad Nor, Head of OSHE, POS Malaysia
- **Rehabilitation And Return to Work Programs for The Self Employed**
YBhg. Datuk Dr. Hafez Hussain, Executive Director, PERKESO Rehabilitation Centre

Venue: Dewan Tun Dr Ismail, Level 2, WTC KL

PROGRAMME ITINERARY

Day 2 | 28th August 2024

12:30 - 14:00

Networking Lunch

14:00 - 15:00

Plenary Session: Social Security Coverage in Practice and Testimonial Journey of Self-Employed and Platform Workers From Setback to Recovery

PANELLIST:

- Ms. Jamie Ko, Director of Public Affairs and Policy, Grab
- Testimony 1: Mr. Mohamad Hazmi bin Mohd Jaafar
- Testimony 2: Ms. Azlina binti Md Shukri
- Testimony 3: Mr. Niyaz Naathan bin Vellasamy

Venue: Dewan Merdeka, Level 4, WTC KL

15:00 - 15:30

Coffee Break

15:30 - 16:00

Concluding Presentation: Progress towards Covering the Self-Employed and Platform Workers - Strategies, International Tools and ISSA Guidelines

Mr. Jens Schremmer, Head, Office of the Secretary General, International Social Security Association (ISSA)

16:00 - 17:00

Closing Remarks and Ceremony

Mr. Marcelo Abi-Ramia Caetano, ISSA Secretary General

OPENING CEREMONY ITINERARY


Day 1 | 27th August 2024

08:00 - 08:45	Arrival of Participants
08:45	Arrival of Guests
08:50	<ul style="list-style-type: none">● Arrival of YBhg. Dato' Sri Khairul Dzaimée Daud, Secretary General Ministry of Human Resources● Arrival of YB Dato' Sri Abdul Rahman Mohamad, Deputy Minister of Human Resources● Arrival of YB Mr. Steven Sim Chee Keong, Minister of Human Resources
09:00	<ul style="list-style-type: none">● Arrival of YAB Dato' Seri Dr. Ahmad Zahid Hamidi, Deputy Prime Minister of Malaysia● National Anthem● Du'a Recitation● Welcoming Speech by: YBhg. Dato' Sri Dr. Mohammed Azman Aziz Mohammed, President, International Social Security Association (ISSA)● Opening Speech by: YB Mr. Steven Sim Chee Keong, Minister of Human Resources● Officiating Speech for ISSA Technical Seminar by: YAB Dato' Seri Dr. Ahmad Zahid Hamidi, Deputy Prime Minister of Malaysia● Official Launching
10:00	End of Session

PLENARY 1

Self-Employment and the Platform Economy in Asia and the Pacific

Plenary 1 serves as an introduction to the latest developments in the area of social protections for platform workers and the self-employed, delivered by high-level policymakers each boasting decades of experience. Moderated by a leading social policy researcher famed for her keen insights on the subject, our distinguished speakers will explain key concepts using clear, accessible language for laypeople in the audience while offering concrete suggestions on developing truly inclusive policies to seasoned social security practitioners.



PLENARY 1

Self-Employment and the Platform Economy in Asia and the Pacific



MODERATOR:
Emeritus Prof Datuk Dr.
Norma binti Mansor
Director, SWRC

Norma Mansor is currently the Director of Social Wellbeing Research Centre (SWRC), Universiti Malaya, a position she holds since 2013. She was appointed the Secretary of the National Economic Advisory Council, Prime Minister's Department (2009 to 2011) after being the Dean of the Faculty of Economics and Administration from April 2004 to June 2009. She was also the Executive Director of the International Institute of Public Policy and Management (INPUMA) from September 2001 until March 2004. Professor Mansor was the President of the Malaysian Economic Association (MEA) from 2018 until 2024.

She had served as an advisor and a consultant to various organisations, including the United Nations Development Programme (UNDP), the World Bank, International Labor Organisation (ILO), Organisation for Economic Co-operation and Development (OECD), the European Union (EU), the Asian Development Bank (ADB) and numerous Malaysian public agencies. As an academic, Professor Mansor has written extensively in books and scholarly journals in the areas of public and social policy, ageing and social protection.

She was awarded Emeritus Professorship by Universiti Malaya in October 2018. Professor Mansor is also a fellow of the Academy of Sciences Malaysia (ASM).

PLENARY 1

Self-Employment and the Platform Economy in Asia and the Pacific



PANELLIST:

**YBhg. Dato' Sri Dr.
Mohammed Azman
Aziz Mohammed**
President,
International Social
Security Association
(ISSA)

Dr. Mohammed Azman is the 17th President of the International Social Security Association (ISSA) and Group Chief Executive Officer of PERKESO. He pursued his medical degree at the University of Malaya, Malaysia, and specialized in Occupational Medicine at the Royal College of Physicians, Ireland. He started his career in 1993 as a young medical doctor and in 2001, he became the first medical doctor employed by PERKESO. After years of dedication, he became the CEO of PERKESO in 2015 and since then, he has initiated various innovations and reforms to adapt to the changing world and enhance PERKESO's social security protection.

He spearheaded the extension of PERKESO's coverage from formal workers to other working populations such as government contract workers, self-employed workers, foreign workers, housewives and domestic workers. He is also instrumental in the introduction of the Employment Insurance System in Malaysia, a strong interconnection between social security and labour market interventions for the people of Malaysia.

Dr. Mohammed Azman strongly believes that the self-employed and gig workers deserve equitable access to social security protection, ensuring that they are not left vulnerable in a rapidly evolving labor market. He is committed to championing initiatives that provide these workers with the security and support they need to thrive in today's dynamic economy.

PLENARY 1

Self-Employment and the Platform Economy in Asia and the Pacific



PANELLIST:

Mr. Kenichi Hirose
Senior Technical
Specialist, ILO

Kenichi Hirose is Senior Social Protection Specialist in ILO Decent Work Team in Bangkok. His main expertise is social security. Prior to this position, he worked in ILO Offices in Geneva, Manila and Budapest, as well as in Prime Minister's Office and the Ministry of Health and Welfare of the Government of Japan. Kenichi Hirose holds MSc. Economics from London School of Economics, and B.S. Mathematics from Kyoto University.



PANELLIST:

**YBhg. Datuk Azmir
Saifuddin Mutalib**
Chief Executive
Officer, FINAS

Dato' Azmir Saifuddin Mutalib currently, was appointed as Chief Executive Officer of FINAS on 1st November 2023. He was appointed as Deputy Director General of FINAS from 1st January 2017 to 15th January 2019. His attachment with FINAS is to develop, implement and drive strategic plans, programs and initiatives that will provide opportunities for Malaysia Film and Creative companies to expand, diversify or optimize their business planning parameters, whether through wider access to markets, both traditional and non-traditional, and or targeted exploitation of their assets, services and facilities to meet Sales (local and export) KPI for Malaysia. Prior to this appointment, he helmed as Senior Director, Commercialization Division in FINAS from 2015 to 2017.

Dato' Azmir was with MDeC for 17 years. From 2014 to 2015, he holds position as Senior Manager managing and implementing strategic development programs. His responsibilities in MDeC is to grow MSC Status companies in the Sectors and Sub-Sectors under the Creative Division's accountability, ensuring economies of scale and synergies across the Animation, Games, Digital Comics, Mobile Content and applications, Visual Effects and other new media sectors.

PLENARY 2

Social Security Coverage for the Self-Employed and Platform Workers – International Trends and Good Practices

This session shines a focus on social security coverage in the Asia-Pacific, the world's most populous region with a booming informal economy. Representatives of four key economies in the region - one a developed OECD member and the other three being fast-growing emerging markets with substantial youth populations - will convene to share their respective countries' different approaches to enhancing social protections for the Seminar's target demographic, with ample opportunities for the audience to ask penetrating questions about the best practices highlighted by our speakers.

PLENARY 2

Social Security Coverage for the Self-Employed and Platform Workers - International Trends and Good Practices



MODERATOR:
Ms. Gayathri Vadivel
Head of Division,
Employment Service,
PERKESO

Gayathri was trained in Australia in the area of counseling and applied psychology following her Bachelors in Business and Commerce. Upon her appointment at PERKESO, she was trained by the Commonwealth Rehabilitation Services of Australia following the inception of the Return To Work Programme that was launched by PERKESO in 2007. Gayathri has introduced many new initiatives in the area of job placement and employment support in PERKESO. She is also the Project Director of the National Employment Services Portal, MYFutureJobs which has won many international and local accolades. She is also very active in the development of initiatives pertaining active labour market programs and has introduced several key programs including the Career Exploration Programs at secondary schools and Transition to Formal programs for informal workers wanting to transition to formal employment. Gayathri is also active in the international front where she currently serves second term as Vice Presidents of the Technical Commission of Employment Policies and Unemployment Insurance at the International Social Security Association (ISSA).



PANELLIST:
Dr. In Young Jung
Deputy Research Fellow,
National Pension
Research Institute Korea

Dr. In Young Jung is a Deputy Research Fellow at National Pension Research Institute, National Pension Service, South Korea. He has a PhD in Social Policy from the University of York, UK, and his main research fields are social security policy, social insurance policy and comparative and international social policy. His research focuses on pension and social security policy analysis.

PLENARY 2

Social Security Coverage for the Self-Employed and Platform Workers - International Trends and Good Practices



PANELLIST:

Mr. Carlo C. Villacorta
Acting Head, Account
Management Group,
Republic of Philippines,
Social Security System

Carlo Villacorta is an accomplished professional with extensive experience in the social security sector, currently serving as the Department Manager III of the Professional Sector Department at the Social Security System (SSS) of the Philippines. He also concurrently acts as the Head of the SSS Account Management Group. With a strong foundation in economics and business administration, Carlo holds an AB in Management Economics from Ateneo de Manila University and an MBA from the Ateneo Graduate School of Business. Further enhancing his expertise, he earned a Master of Science in Social Protection Financing from Maastricht University.

Carlo's career at SSS has been marked by significant roles across various departments, including corporate planning, actuarial research, equity trading, and fund management. His leadership positions have seen him managing corporate bonds and loans, overseeing the Professional Sector Department, and taking on concurrent roles in the Cooperatives and Informal Sector Department as well as Public Affairs and Special Events. With over two decades of dedicated service, Carlo Villacorta continues to contribute to the advancement of social security in the Philippines.



PANELLIST:

Mr. Romie Erfianto
Regional CEO of
BPJS Ketenagakerjaan,
Indonesia

Mr. Romie Erfianto began his career at BPJS Ketenagakerjaan (BPJS) in 2011 after graduating with a bachelor's degree in IT management, which would be followed by a master's degree in the same field a few years later. Since then, his zeal and outstanding performance have earned him repeated promotions and multiple invitations to speak at prestigious international gatherings of social security practitioners. He currently heads BPJS's Jabar regional office.

PLENARY 2

Social Security Coverage for the Self-Employed and Platform Workers - International Trends and Good Practices



PANELLIST:

Ms. Mariko Ouchi

Senior Social Protection Specialist,
ILO Decent Work Technical Support Team (DWT),
New Delhi

Ms. Mariko Ouchi has been serving as Senior Social Protection Specialist for South Asia, based in the ILO Decent Work Technical Support Team (DWT) in New Delhi since September 2020. She provides technical advisory services to seven countries in the sub-region: Afghanistan, Bangladesh, India, Maldives, Nepal, Pakistan and Sri Lanka.

Before joining the DWT-New Delhi, she served as working conditions and gender specialist of the ILO DWT in Budapest, Hungary and social protection specialist of ILO DWT in Moscow, Russia. Prior to joining the ILO, Mariko worked at the Embassy of Japan in Romania as an economic and economic cooperation attaché.

During the period working in Moscow, she managed various programmes and projects on social protection in Eastern Europe and Central Asia including the assessment of social assistance system in Kazakhstan and the assessment-based national dialogue on Social Protection Floors in Kyrgyzstan. She also engaged in the process of ratification of Social Security (minimum standards) Convention, 1952 (No.102) by Russian Federation, Maternity Protection Convention, 2000 (No.183) by Kazakhstan and Azerbaijan. In Budapest, Mariko was responsible for a wide portfolio including wages, working time, gender, persons with disabilities and violence and harassment and engaged in the process of ratifying Violent and Harassment Convention, 2019 (No,190) by Albania.

Mariko has two MAs: in International Studies from the University of Birmingham in the United Kingdom and in Economics from Kobe University in Japan.

SPECIAL FORUM

Advancing Social Security Coverage for the Self-Employed and Platform Workers

Featuring respected leaders from government and academia, the Special Forum brings the first day of the Seminar to a close on a high note before participants depart for a dinner showcasing the finest culinary creations Malaysian gig entrepreneurs have on offer. Expect exciting revelations on how our panellists plan to build on past progress to further extend coverage and how researchers and international organisations can help expedite the process.

SPECIAL FORUM

Advancing Social Security Coverage for the Self-Employed and Platform Workers



MODERATOR:
Mr. Edmund Cheong
Chief Strategic and
Transformation Officer,
PERKESO

Edmund Cheong Peck Huang is the Chief Strategy and Transformation Officer at the Social Security Organisation (PERKESO) in Malaysia. In this role, he is involved in developing strategies and innovative initiatives aimed at improving service delivery and organizational transformation. He has been featured in discussions related to risk management, emphasizing the importance of using emotive language to enhance safety measures and communication, particularly in workplace settings.

Additionally, Edmund is actively engaged in international collaboration through platforms like the International Social Security Association (ISSA). He represented Malaysia in a webinar introducing the ISSA Collaborative Innovation Hub, which supports global social security institutions in developing innovative projects and building long-term innovation capabilities.



PANELLIST:
**YBhg. Dato' Sri Khairul
Dzaimee Daud**
Secretary General
Ministry of Human
Resources Malaysia

Dato' Sri Khairul Dzaimee Bin Daud started his career by joining the government service back in December 1996 and served as a Diplomatic and Administrative Officer. He holds a Bachelor of Business Administration (BBA) Honours BBA(Hons.) from Northern University of Malaysia and M.A (Strategy & Diplomacy) from Institute of Diplomacy and Foreign Relations Malaysia (IDFR) & National University of Malaysia.

He has almost three decades of experience working with the Government of Malaysia along with key corporates in wide range of sectors and Ministries including Ministry of Entrepreneur Development, National Security Council, Ministry of Home Affairs, Ministry of Urban Wellbeing, Housing and Local Government and Ministry of Human Resources.

Currently, he is committedly serving for the Ministry of Human Resources as a Secretary General to contribute to the development of human capital line with the Nation's aspirations for the current and future workforce. With his experience ranging across public sectors, he has contributed significantly towards improvement of Human Resource Development in Malaysia.

SPECIAL FORUM

Advancing Social Security Coverage for the Self-Employed and Platform Workers



PANELLIST:
Mr. Marcelo Abi-Ramia Caetano
ISSA Secretary General

Marcelo Abi-Ramia Caetano, a Brazilian economist with a PhD from the Catholic University of Brasília, was elected Secretary General of the International Social Security Association (ISSA) in December 2018. Prior to his election as Secretary General, Mr Caetano served as the Secretary for Social Security of the Government of Brazil, with the responsibility for designing, monitoring and developing a responsive and sustainable social security system in the country.

Mr. Caetano has longstanding experience in the areas of pensions, demography, social security coverage, inequality and poverty, having published extensively on social security in several Brazilian books and journals, as well as in the USA, Switzerland, Portugal, Chile and Mexico. He has been a Senior Visiting Fellow at the London School of Economics and is an international editorial advisor for the Journal of Social Policy published by Cambridge University Press.



PANELLIST:
Emeritus Prof Datuk Dr. Norma binti Mansor
Director, SWRC

Norma Mansor is currently the Director of Social Wellbeing Research Centre (SWRC), Universiti Malaya, a position she holds since 2013. She was appointed the Secretary of the National Economic Advisory Council, Prime Minister's Department (2009 to 2011) after being the Dean of the Faculty of Economics and Administration from April 2004 to June 2009. She was also the Executive Director of the International Institute of Public Policy and Management (INPUMA) from September 2001 until March 2004. Professor Mansor was the President of the Malaysian Economic Association (MEA) from 2018 until 2024.

She had served as an advisor and a consultant to various organisations, including the United Nations Development Programme (UNDP), the World Bank, International Labor Organisation (ILO), Organisation for Economic Co-operation and Development (OECD), the European Union (EU), the Asian Development Bank (ADB) and numerous Malaysian public agencies. As an academic, Professor Mansor has written extensively in books and scholarly journals in the areas of public and social policy, ageing and social protection.

She was awarded Emeritus Professorship by Universiti Malaya in October 2018. Professor Mansor is also a fellow of the Academy of Sciences Malaysia (ASM).

INTERNATIONAL FOCUS AREA 1

Ensuring Effective Access to Coverage for Platform Workers – Country Experiences and Institutional Good Practices

One major problem with extending social security protections to gig and platform workers is that participation is usually non-compulsory, meaning eligible individuals who are either unaware of the benefits or who view the registration process to be excessively complicated may not bother to sign up at all. Our panellists will discuss effective strategies for reaching out to uninformed and unconvinced groups as part of efforts to increase awareness and improve coverage.

INTERNATIONAL FOCUS AREA 1

Ensuring Effective Access to Coverage for Platform Workers – Country Experiences And Institutional Good Practices



MODERATOR:

Ms. Michiko Miyamoto
Director, International
Labour Organization,
Decent Work Team for
South Asia and Country
Office for India,
New Delhi

Ms Michiko Miyamoto, a Japanese national, has taken charge as the Director of the ILO Decent Work Technical Support Team for South Asia and Country Office for India since 15 November 2023.

Prior to joining the ILO Office in India, Ms Miyamoto was based in Jakarta, Indonesia as the Country Director for ILO activities for Indonesia and Timor-Leste since March 2017. Promoting ILO's mandate of Decent Work for All, she has worked in Indonesia and Timor Leste since 2011 under the country framework of focuses on job creation, sound industrial relations and social protection.

She has worked in the field of international development for almost 30 years which includes ILO Headquarters and the Regional Office for Asia Pacific, specializing in small business development, job creation programme, and capacity development of workforce and institutions. She was also responsible for global agenda setting and consultation meetings for the ILO Governing Body with employers' associations and trade unions for employment and social policy debate and discussion.

Ms. Miyamoto holds a Master of Public Administration and Master of Art, Public and International Affairs from the University of Pittsburgh.



PANELLIST:

Ms. Wang Xiaochen
Audit and Risk Control
Division, China

Xiaochen WANG (Ms.), staff of Audit and Risk Control Division, Social Insurance Administration, Ministry of Human Resources and Social Security, China.

Expert with 5 years of experience in international cooperation, 3 years of experience in risk control and supervision of social insurance fund.

INTERNATIONAL FOCUS AREA 1

Ensuring Effective Access to Coverage for Platform Workers – Country Experiences And Institutional Good Practices



PANELLIST:
Mr. Ahmad Nazli bin Othman Mohd
Chief Financial Officer, PERKESO

Mr. Ahmad Nazli bin Othman Mohd is currently the Head of Finance Division/CFO at PERKESO. As an active member of International Social Security Association's Technical Commission representing PERKESO, he sits on the ISSA's Technical Commission (TC) on Contribution, Collection & Compliance of ISSA as a Vice Chair. In this capacity, he actively contributes to TC's projects focused at enhancing guidelines related to Contribution, Collection & Compliance and addressing Error, Evasion & Fraud as well as the social security protection for platform workers.

Mr. Ahmad Nazli also shared his insights and perspectives virtually and physically at ISSA forums with the latest being at World Social Security Forum (WSSF) 2022. He has also authored a Technical Paper for ISSA titled The Role of Social Security in Promoting Inclusive Growth, focusing on the contribution collection from platform workers. Currently, he is working on another paper that explores the necessity of regulatory measures to ensure inclusive coverage for platform workers, underscoring his commitment to advancing social security systems where social security is inclusive, resilient, and sustainable for all.



PANELLIST:
Ms. Chee Sok Lin
Group Director Employer Collections and Enforcement Group
Central Provident Fund, Singapore

Chee Sok Lin serves as the Group Director of the Employer, Collections and Enforcement group at the Central Provident Fund Board (CPF Board) in Singapore. In this capacity, Sok Lin oversees the collection of CPF contributions from both employers and self-employed individuals, ensuring CPF members receive their CPF contributions accurately and in a timely manner, enabling them to have a secure retirement.


She leads her team in collaborating with employers, government agencies, the private sector, employees and self-employed individuals to ensure a smooth and efficient collection and recovery process for CPF contributions. Since 2023, the submission of monthly CPF contributions transited to a fully digital process, enabling contributions to be made anytime, anywhere.

With more than 20 years of experience at CPF Board, Sok Lin has been instrumental in the development and implementation of various CPF schemes in the retirement and healthcare domains, playing a key role in the establishment CareShield Life and enhancements to CPF LIFE schemes.

NATIONAL FOCUS AREA 2

Diverse Self-Employment and Jobs Security

Contrary to beliefs that they mostly work as drivers and delivery riders, self-employed and flexibly employed individuals serve in a wide variety of roles, including farmers, roadside vendors, and professions traditionally considered to be white collar (e.g. lawyers, consultants, and designers, to name a few). This focus area aims to expose audience members to the diverse work arrangements that characterise gig and platform employment nowadays and explore possible protection schemes to cover all of those.



NATIONAL FOCUS AREA 2

Diverse Self-Employment and Jobs Security



MODERATOR:
Mr. Mohamad Haron bin Othman
Head of The Self
Employment Division,
PERKESO

Mr. Mohamad Haron bin Othman was born on 18th October 1966 and started his career with PERKESO in 1987. His current position is as Head Division of Self-Employment (SPS) Social Security Organisation (PERKESO) since 2023. En Haron has stationed in Kedah and Melaka throughout his 37 years of working with PERKESO.

Mr. Haron graduated in Bachelor-Degree with Honors in Corporate Administration from UITM and was awarded with Darjah Kebesaran Mahkota Pahang Yang Amat Mulia- Peringkat Keempat which carries Ahli Mahkota Pahang (A.M.P) title. In addition, as a HOD, En Haron has been invited to few promotional activities to expand the Self-Employment Social Security Scheme (SESSS) knowledge among self-employed in Malaysia. This involves appearing in talk show held by BERNAMA in February 2024.



PANELLIST:
Mr. Azirruan bin Arifin
Head,
Office Employment
Insurance System,
PERKESO

Azirruan Bin Arifin is currently the Head of the SOCSO Employment Insurance System ("EIS") since February 2022 until present. Prior to 2022, he was the Chief Internal Auditor and Ethics Officer at Lembaga Tabung Haji and had served in SOCSO as Chief Internal Auditor and Integrity Officer. In 2020, he was the Head of Shared Services in a Perbadanan Insurans Deposit Malaysia ("PIDM"), a function that he was tasked to develop with the aim to increase efficiencies and improve processes through the shared services delivery model. He joined PIDM in 2010 and during his tenure he have been tasked in managing Audit and Consulting Services, Insurance, Risk Assessment and Monitoring as well as Enterprise Risk Management Divisions. Prior to joining PIDM, Azirruan was the Head of Advisory, Audit and Business Advisory Department in Malaysian Airline System Berhad. He also has over seven years of onsite insurance and banking supervision experience with Bank Negara Malaysia and has been involved in, among others, development of the Anti-Money Laundering guidelines for the insurance industry and guidelines for Bancassurance. He began his career in Malayan Banking Berhad before joining Bank Negara Malaysia.

NATIONAL FOCUS AREA 2

Diverse Self-Employment and Jobs Security



PANELLIST:

Ms. Trần Bình Minh

The Central Institute
for Economic
Management,
Ministry of Planning
and Investment,
Vietnam

Ms. Trần Bình Minh is now the Deputy Director of the Department for Sectoral and Industrial Policy Studies, Central Institute for Economic Management (CIEM), Ministry of Planning and Investment. She has been working at CIEM nearly 20 years and being in-charge of policy formulation process, policy studies on government-backed or government-assigned projects related to economic restructuring, economic transformation; industrial and sectoral policies; selected issues on green transition of energy sector, and labor issues in new emerging economic model.



PANELLIST:

Ms. Francesca Chia

CEO and Co-Founder,
Go Get

Francesca Chia is the Co-Founder and CEO of GoGet, an on demand workforce technology platform that connects businesses to reliable part timers, called 'GoGetters'. Francesca is pushing boundaries in the technology industry and the traditional labour market of Malaysia. She brings with her insights on the future of work, how businesses will adjust models to suit new labour requirements and how empowerment is possible through technology innovation. Francesca graduated with a BA in Economics from Northwestern University and was inspired by social enterprises because they redefined traditional ways of doing business and running a non-profit. Prior to launching GoGet, Francesca was a Management Consultant in The Boston Consulting Group for 4 years. She was based out of the Southeast Asian office and had a year in the Australian system, where she was specialising in Industrial Goods, Organisation, Telco Media and Technology as well as Public Sector.

NATIONAL FOCUS AREA 3

Labor Market Developments and Social Security Coverage Gaps

As employment becomes more fluid worldwide, many more formal workers are willing to experiment with periods of gig work or self-employment. Another factor driving increased interest in flexible employment is the fact workforces are ageing in many countries, which has inspired efforts to encourage retired individuals to pursue part-time work as a partial solution to labour shortages. The discussion will focus on strengthening social security protections in response to these trends and ensure all working individuals enjoy a minimum level of coverage.

NATIONAL FOCUS AREA 3

Labor Market Developments and Social Security Coverage Gaps



MODERATOR:
Ms. Shuhada Nor Baharin
Actuarial, Statistics &
Resource Center,
PERKESO

Shuhada Baharin currently serves as the Head of the Actuarial, Statistics, and Resource Centre Section at PERKESO, a role she has held since 2019. She has accumulated valuable experience in the actuarial field, having worked in the private insurance sector and at Bank Negara Malaysia, where she was involved in insurance policy development.

Shuhada has participated in several international seminars and events organized by the International Labour Organization (ILO) and the International Social Security Association (ISSA), gaining and sharing insights on how actuarial work can support policy development for social security. Recently, she was selected to join the General Discussion Committee on Decent Work and the Care Economy during the 112th International Labour Conference, further adding to her expertise in understanding future developments in social security and how actuarial techniques can support these.

Her motto, "Keeping Social Security on Track—One Calculation at a Time!", reflects her commitment to ensuring that actuarial expertise supports and enhances social security systems.



PANELLIST:
Mr. Simon Brimblecombe
Chief Technical Adviser
and Head, Regional
Actuarial Services,
International Labour
Organization

Simon Brimblecombe is Chief Technical Adviser at the International Labour Organisation in Bangkok. He is Head of the ILO Regional Actuarial Services Unit and manages actuarial, investment and policy work in 10 countries in the region. He works with social institutions on projects on actuarial, policy, investment and research issues including knowledge transfer and building up technical expertise within organisations.

He is a qualified actuary (FIA) and economist and previously worked at the International Social Security Association and consultancies in the UK and Switzerland as well as in university lecturing positions.

NATIONAL FOCUS AREA 3

Labor Market Developments and Social Security Coverage Gaps



PANELLIST:
Dr. Zulkipli Omar
Senior Research
Associate, SWRC

Dr Zulkipli Omar is a PhD holder in economics from Southern Illinois University, USA. Currently, he is the Managing Director of ECONCONSULT Economic Consulting Sdn Bhd. Dr Zulkipli is also a Senior Research Fellow at the Social Wellbeing Research Centre (SWRC), University Malaya since January 2021, looking into social protection and economic growth; an adjunct professor at Tun Ahmad Sarji School of Government and Public Services (TASSGPS), UNIRAZAK; and an Industry Advisory Panel at UniKL Business School.

He was a Research Fellow/ Associate Research Fellow with MIER from 1993-2019. He headed the Economic Research Department of Permodalan Nasional Berhad (PNB) from 1997-2000. He completed his tenure as a Senior Research Fellow (SRF) at the Malaysian Institute of Economic Research (MIER) at the end of 2019. He was responsible for analysing the macroeconomic condition of Malaysia and writing the report on MIER's Malaysian Economic Outlook every quarter. At the same time, he was involved in various studies and preparing consultancy reports in economic-related areas, mostly for government agencies. He also frequently wrote and commented on economic issues in the local papers and was occasionally invited for a talk and discussion on economic subjects in various forums.



PANELLIST:
Ms. Balqais Yusoff
Head of Policy &
Strategy, EPF

Balqais Yusoff is currently heading the Policy and Strategy Department of the Employees Provident Fund (EPF). She is passionate in driving positive changes to social protection landscape in Malaysia. Prior to joining EPF, she led the Corporate Planning outfit of a public listed supply chain organization. She holds a Masters of Business Administration degree from Durham University, United Kingdom and a Bachelor's of Arts degree in International Relations and Economics from University of Wisconsin, United States of America. Balqais has more than 20 years of experience spanning various industries such as banking, supply chain, public services and consultancy.

INTERNATIONAL FOCUS AREA 4

Meeting The Social Security Needs of the Self-Employed – Country Experience

Given the wide range of working arrangements that fall under 'self-employment', social security schemes targeting this demographic should be carefully designed to meet the needs of all self-employed individuals, regardless of their exact circumstances – coverage criteria, registration procedures, contribution rates, and the types of benefits to be provided are just a few of the many factors that policymakers must consider. Our panellists share their experiences devising such schemes and offer suggestions on how existing protections can be strengthened.



MODERATOR:
Mr. Indrajid Nurmukti
Regional Coordinator
for Asia and Pacific, ISSA

Indrajid Nurmukti is an experienced professional with a diverse background in informatics, management, and social security. In 2016, Indrajid Nurmukti transitioned to the International & Inter-Institutional Relations Division at BPJS Ketenagakerjaan Indonesia, assuming the role of Department Head (Unit Director) for Domestic and International Affairs.

In 2023, Indrajid Nurmukti embarked on a new chapter as part of the International Social Security Association (ISSA), assuming the role of Regional Coordinator for Asia and the Pacific within the Secretary General's Office: Services, Governance, and Member Relations. Indrajid Nurmukti plays a pivotal role in enhancing collaboration, fostering dialogue, and advancing social security initiatives across the Asia-Pacific region. Notably, Indrajid Nurmukti also served as the Secretary General of the ASEAN Social Security Association (ASSA) from 2020 to 2022, where he demonstrated exceptional leadership and diplomatic skills in steering the organization towards its objectives.

INTERNATIONAL FOCUS AREA 4

Meeting The Social Security Needs of the Self-Employed – Country Experience



PANELLIST:

Ms. Narumol Boonmee

Director of Social Security Development for Informal Sector Workers, Social Security Office, Thailand

Ms. Narumol Boonmee boasts decades of working experience in the Social Security Office (SSO) of Thailand. Over this timeframe, she held numerous leadership positions, including stints as the Director of multiple provincial branches (Nakhon Pathom, Chachoengsal, and Chai Nat) and the Director of the Training Division. She now oversees social protections for individuals employed in the informal sector as the Director of the Office of Social Security Development for Informal Sector Workers.



PANELLIST:

Prof. Dr. Elshad Khanalibayli

State Social Protection Fund, Ministry of Labour and Social Protection of Population, Republic of Azerbaijan

Prof. Dr. Elshad Khanalibayli is the Head of International Relations Department of the State Social Protection Fund of Azerbaijan. Dr. Khanalibayli has an outstanding academic background, having received degrees with honors from the esteemed Baku State University and Moscow State University of Foreign Languages, culminating in a distinguished tenure at the University of Oxford, where he achieved his Doctorate in Science and was recognized as a Professor.

Prior to his pivotal role at the State Social Protection Fund, Dr. Khanalibayli headed the International Cooperation Department at the Ministry of Economy and at the State Committee on Property Issues of Azerbaijan, demonstrating a profound commitment to fostering global partnerships. His extensive experience also includes serving as General Manager of the Gillette International across the Caucasus region, showcasing his adeptness in navigating the complexities of transnational business operations.

Moreover, his academic contributions as a lecturer at various prestigious universities of the world underscore his dedication to education and dissemination of knowledge. Dr. Khanalibayli's multifaceted career reflects a combination of academic excellence, leadership in international relations and a deep-seated commitment to global cooperation.

INTERNATIONAL FOCUS AREA 4

Meeting The Social Security Needs of the Self-Employed – Country Experience



PANELLIST:

**Mr. Akbar
Mohamadpoor**

Head - Office of the
Insurance Studies,
Social Security
Organization, Iran

My education is master in economics. Head of insurance research and studies group of Iranian social security organization



PANELLIST:

Dr. Andi Afdal

Director of Human
Resources and General
Affairs BPJS Kesehatan

Dr. Andi Afdal, MBA, AAK, born on May 11, 1973, in Makassar, holds a comprehensive educational background with degrees from prominent institutions such as the Medical Faculty of Hasanuddin University, the Faculty of Economics and Business at Gadjah Mada University, and the University of Indonesia. He also completed an International Long-Term Course on Social Security from InWent, Germany. With a strong foundation in both medicine and management, Dr. Afdal has effectively contributed to the healthcare sector for over two decades.

In his professional journey, Dr. Afdal has held several key positions, including the current role of Director of Human Resources and General Affairs at BPJS Kesehatan since February 2021. He has also served as the General Chair of the Indonesian Health Insurance & Security Management Expert Association (PAMJAKI), where he has been pivotal since June 2023. His expertise is further recognized through his involvement in various councils and committees, such as the General Health Advisory Council (MPKU) of PP Muhammadiyah and the Technical Committee on Health for ISSA in 2019. Dr. Afdal's leadership extends to multiple director-level roles within BPJS Kesehatan, where he has spearheaded departments focused on research, strategy, data management, and regional services, showcasing his versatility and commitment to advancing healthcare management in Indonesia.

NATIONAL FOCUS AREA 5

Activation Labour Market Programmes (ALMP) for the Self-Employed and the Platform Workers

Self-employment and gig and platform work can be empowering – but only if the individuals entering these work arrangements are able to make informed choices and are in possession of skills that enhance their earning prospects. This session features representatives of all main stakeholders in the platform economy (i.e. platform workers, platform providers, and social security practitioners from two countries), who will outline the actions they are taking to make gig and platform work a stable, attractive career choice.

NATIONAL FOCUS AREA 5

Activation Labour Market Programmes (ALMP) for the Self-Employed and the Platform Workers



MODERATOR:
Mr. Muhammad Adam Al-Nawawi

Head of Branch,
Monitoring and
Development,
Employment Insurance
Division

Adam joined PERKESO in 2018 in Employment Insurance Office and is responsible as Business Process Owner (BPO) which involving the framework of approval process for the national employment insurance's benefit and system planning which was successfully go live on 1 January 2019. So far, there is almost 250 thousand for those who have lost their job has received EIS benefit which led to the amount approximately RM 1 billion in 5 years.

He is an Actuarial Science graduate and was trained on employment insurance with International Labour Organization (ILO) in Seoul, South Korea in the year 2019. His extensive knowledge in Employment Insurance and understanding of work process is perfectly matched with his education background in supporting the development of many successful projects in SOCSO. His ability to visualize real world data and conceptualized it into work process has led him to pioneered and developed multiple important works process and module. Through his leadership's, he successfully oversees the team on strategic and operational activities of the government's stimulus package such as Employment Retention Programme (ERP) and Wages Subsidy Programme (WSP) involving around RM 21 billion.



PANELLIST:
Mr. Jose Rizal
Chief Activist,
Gabungan E-Hailing
Malaysia

Mr. Jose Rizal has been a staunch advocate for gig workers for many years. At present, he is the Chief Activist of Gabungan E-Hailing Malaysia (GEM), the Chairman of Koperasi GIG Malaysia Berhad, and the President of the Malaysia E-Hailing and Delivery Organisation (MEDO). He has proudly represented fellow gig workers in official engagements with the World Bank and leading Malaysian public universities.

NATIONAL FOCUS AREA 5

Activation Labour Market Programmes (ALMP) for the Self-Employed and the Platform Workers



PANELLIST:

Dr. Ram Gopal Raj
Chief Technology
Officer, Outclass

Dr Ram started his tech journey early, learning C Programming at age 7. Having obtained his PhD in Artificial Intelligence in 2011, he spent the next 9 years rising up the ranks of academia. Seeking more significant challenges beyond the “ivory tower”, he jointly founded a successful tech startup that prospers to this day. But the thrills keep coming as more adventures await at Outclass, as it is an online platform that empowers users to discover their career paths through personalized courses and science-backed personality tests, where Outclass aims to help learners identify new skills and directions for their evolving careers. Dr Ram currently serves as the Chief Technology Officer at Outclass.



PANELLIST:

Ms. Zeynep Günder,
Group Manager of the
Protocols and Entities,
Social Security
Institution, Türkiye

Zeynep Günder has served at the Türkiye Social Security Institution for the past 15 years. Initially joining as a Technical Specialist in Social Security, she was subsequently promoted to the position of Advisor to the President before being appointed to her current role as the Group Manager of Protocols and Entities.

Ms. Günder recently earned an MSc with Distinction in Sociology and Social Policy at the University of Southampton as a Jean Monnet scholar. She has devoted her career to researching social policy on poverty, ageing, combating discrimination, and demographic change.

NATIONAL FOCUS AREA 5

Activation Labour Market Programmes (ALMP) for the Self-Employed and the Platform Workers



PANELLIST:

**Ms. Wan Amirah
Wan Usamah**

Research Associate,
Khazanah Research
Institute

Miss Wan Amirah is currently serving as a research associate at the Khazanah Research Institute. She holds a Bachelor of Arts (BA) degree with a concentration in Economics and Public Policy, complemented by a minor in Education and Society, from the University of Chicago. Throughout her academic journey, she actively engaged in various student organizations at local, national, and international levels. Notably, she served as the Vice President of the Council of Malaysian Midwest Students (COMMS) and as the PDI Co-Director for the International Council of Malaysian Scholars - North America Chapter (ICMS-NA). Her professional interests lie in policy case study research, consulting, and non-profit organizations, reflecting a strong commitment to impactful work in these areas.

NATIONAL FOCUS AREA 6

Safety and Health for the Self-Employed

Are self-employed individuals, as well as gig and platform workers, entitled to the same occupational health and safety protections as the formally employed? Our speakers will answer this question on top of presenting their own best practices in this area. Nonetheless, workplace accidents can still happen despite precautions, which is why this session also includes time for exploring how social security practitioners can best support informal workers who find themselves in such predicaments.

NATIONAL FOCUS AREA 6

Safety and Health for the Self- Employed



MODERATOR:

Dr. Edrin Nazri bin Abdul Rasib

Head of Medical Board and Medical Opinion, PERKESO

Dr. Edrin Nazri completed his medical undergraduate from University of Otago, New Zealand and later on obtained his Master of Public Health from University Malaya. His working experience includes a stint with the Ministry of Health and NIOSH of Malaysia before he joined PERKESO in 2014. His main interest are occupational health and impairment assessment and he is currently the head the medical board and medical opinion section of PERKESO.



PANELLIST:

Assoc. Prof. Ts. Dr. Siti Zaharah Ishak
Director General of MIROS

Assoc. Prof. Ts. Dr. Siti Zaharah Ishak is a Director-General of Malaysian Institute of Road Safety Research (MIROS) and an Associate Professor at University Technology MARA (UiTM), Shah Alam. She obtained her Doctor of Philosophy in Transport System Engineering from the University of South Australia, Adelaide Australia in 2010.

Dr. Siti Zaharah is now serving numerous national and international committees related to road safety. Amongst them are the Intelligent Transport System Association of Malaysia (ITSMA) - 9th Term Council, Road Congestion and the Cabinet Committee on Road Safety in Malaysia, World Road Association (PIARC), Road Engineering Association of Asia and Australasia (REAAA), Road Engineering Association of Malaysia (REAM), Intelligent Transportation Systems (ITS) Malaysia, Highway and Transportation Engineering Technical Division (HTETD) and Institution of Engineer Malaysia (IEM). Her areas of expertise are road safety, public transport and transportation system engineering that covers road and rail.

NATIONAL FOCUS AREA 6

Safety and Health for the Self-Employed



PANELLIST:

Ms. Natsu Nogami

Chief Technical Advisor
for Labour Law Reform
and Industrial Relations
Project, ILO

Natsu Nogami is the Technical Adviser of the ILO Labour Law and Industrial Relations Reform Project (LLR Project) at the ILO Project Office in Malaysia. The LLR Project supports the Ministry of Human Resources (MOHR) and employers' organizations and workers' organizations in two key areas: Labour Law Reform, to introduce legislative and policy reforms in line with International Labour Standards (ILS); and Implementation and Enforcement of labour law, primarily through improvement of Labour Inspection and Labour Dispute Resolution.

Natsu has been working with and for the ILO for the past 15 years as a technical advisor and consultant on International Labour Standards and labour law, particularly on the Fundamental Principles and Rights at Work including occupational safety and health. She has been part of the ILO technical team that provided technical advice in the development or implementation of OSH-related policies, laws and regulations in Viet Nam, Myanmar, Pakistan and most recently in Malaysia.

Natsu holds two Masters degrees from accredited law schools, in International Business and Economic Law (Graduate School of Law, Kyushu University, Japan) and in International Human Rights Law (Schulich Law School, Canada).



PANELLIST:

**Mr. Mohamad Zainal
Mohamad Nor**

Head of OSHE,
POS Malaysia

Hj. Mohamad Zainal Bin Mohamad Nor is an Occupational Safety, Health & Environment (OSHE) practitioner with 14 years of experience across a wide range of diversified industries in Malaysia, including the banking industry, a Japanese manufacturing company, DRB-HICOM Berhad, and Pos Malaysia Berhad.

He represented Hitachi Chemical Malaysia in the Southeast Asian Safety, Sustainability & Environmental Audit and Flood Disaster Management at Hitachi Chemical Automotive Thailand in Pattaya, Thailand, in 2012.

During his time at DRB-HICOM, he conducted numerous OSHE programs, campaigns, training sessions, awareness initiatives, accident investigations, audits, and inspections for all DRB-HICOM operating companies. This included Pos Malaysia, Pos Aviation Sdn Bhd.

NATIONAL FOCUS AREA 6

Safety and Health for the Self- Employed



PANELLIST:

YBhg. Datuk Dr. Hafez Hussain

Executive Director,
PERKESO Rehabilitation
Centre

Dr. Hafez Bin Hussain is the Chief Executive Officer of the PERKESO Rehabilitation Centre, a renowned international standard rehabilitation provider under the Social Security Organization (PERKESO). Under Dr. Hussain's leadership, PERKESO Rehabilitation Centre currently operates a state-of-the-art rehabilitation center and four satellite centres located across Malaysia. These centers offer advanced neuro-robotics rehabilitation with Cybernics technology and serve as the MESASEA region's distributor for this groundbreaking treatment. Dr. Hussain earned his Medical Degree from the University of Northern Sumatera and holds a Master's in Clinical Rehabilitation from Flinders University in Adelaide, Australia. He is a certified Independent Medical Examiner by the American Board of Independent Medical Examiner (ABIME) and an alumnus of Harvard Business School's Advanced Management Program.

PLENARY SESSION

Social Security Coverage in Practice and Testimonial Journey of Self-Employed and Platform Workers from Setback to Recovery

Social security policymakers and practitioners play a key role in ensuring worker welfare in the gig and platform economy, but input from the stakeholders subject to these regulations - namely, the workers themselves as well as the businesses that either connect them with prospective clients or engage their services directly - is important too. In this session, gig platform representatives and self-employed individuals share how their lives have been impacted by social protection schemes, providing useful feedback for shaping future policies.

PLENARY SESSION

Social Security Coverage in Practice and Testimonial Journey of Self-Employed and Platform Workers from Setback to Recovery



PANELLIST:

Ms. Jamie Ko

Director of Public
Affairs and Policy,
Grab

Jamie Ko heads Grab's Regional Public Affairs team, which looks into public policy topics relating to technology and its impact in the region. She and the Grab Public Affairs team build partnerships with governments to support national policies, engage with governments and other stakeholders on policy discussions, and drive initiatives to harness the potential of technology to create impact. Prior to Grab, she did management consulting at BCG, solving challenges with large companies and global social organisations. She also led strategy and business development at Pulsifi, a HR-tech start-up that leverages data to discover and realize potential of people.

CONCLUDING PRESENTATION:

Progress towards Covering the Self-Employed and Platform Workers - Strategies, International Tools and ISSA Guidelines

After two days' worth of insightful presentations, the Seminar is set to conclude with a brief yet eloquent summary of current progress, upcoming plans, and the forms of support the ISSA is able to offer social security practitioners worldwide, delivered by an experienced member of ISSA leadership who will also elaborate on the Association's vision of a more inclusive future.

CONCLUDING PRESENTATION

Progress towards Covering the Self-Employed and Platform Workers - Strategies, International Tools and ISSA Guidelines



SPEAKER:

Mr. Jens Schremmer

Head, Office of the Secretary General, International Social Security Association (ISSA)

Jens Schremmer is the Head of the Office of the Secretary General of the International Social Security Association (ISSA). The ISSA is the global organization bringing together social security institutions and government departments. The ISSA currently has 332 member institutions from 163 countries.

Mr. Schremmer is responsible for the relations of the ISSA with its global membership and oversees the ISSA regional programme of activities implemented through the 19 ISSA Liaison Offices and Focal Points. He also coordinates the support provided by the ISSA Secretariat to the activities of the ISSA statutory bodies, the ISSA partnership activities with regional and international organizations and the organization of the ISSA World and Regional Social Security Forums. Before his current role, he had held several technical positions in the ISSA, including in the areas of pensions and universal health coverage.

Mr. Schremmer received his degrees in economics, law and political science from the University of Konstanz, Germany and has also studied at the Institute for Political Sciences of Bordeaux, France.

ABOUT PERKESO REHABILITATION CENTRE



PERKESO Tun Razak Rehabilitation Centre (TRRC) is an international standard rehabilitation centre owned by Social Security Organisation (PERKESO) under the Ministry of Human Resources, which integrates medical and vocational rehabilitation treatment. This rehabilitation centre is built with pure motives to help PERKESO insured persons and employees with injuries or diseases to recover physically, vocationally and psychologically before finally returning to work and socially reintegrated.

Today, they are a leading provider of physical rehabilitation programmes that integrates Physiotherapy, Occupational Therapy, Neuro-Robotic Therapy, Sensory Therapy, Work Hardening, Industrial Rehabilitation and Prosthetic and Orthotic. They also provide a variety of comprehensive reskilling and upskilling modules in our Vocational Rehabilitation programmes with the aim of returning our clients to productive work.

TRRC is also the centre for advanced neuro-robotics rehabilitation with Cybernics technology. Established in collaboration with Cyberdyne Inc. Japan, our Neuro-Robotics Rehabilitation and Cybernics Centre is the 1st in Malaysia and ASEAN region and the 4th country in the world that offers Cybernics treatment with the complete range of Cyberdyne HAL® (Hybrid Assistive Limb®) equipment. The technology combines interaction between humans, robots and information to treat patients with spinal cord or brain injuries such as paralysis and neurodegenerative diseases.

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Saiful Nizam bin Yahya
Noor Sharina binti Ahmad
Khadijah Aminah binti Md Yusoff
Liyannahazwani binti Mat Radzuan
Aidil Faizi bin Alias
Shafiqah Aliah binti Shafie
Ummi Syaqqillah bin Mohd Sidek
Nooramira Hanis binti Kamaluddin
Nurul Iffah binti Mohamed Shawal
Mohamad Amrizad bin Ruslin @ Roslin
Marwatif binti Amer
Khairullah bin Mahfud
Melissa Syahirah binti Zainal

Gig Dinner

Jazlina binti Alias
Rosmawati binti Mat
Fandyi Sanizan binti Jurup
Mohammad Danny Syafiq Won
Nor Shuhadannisah binti Abd Shukur
Aemy Nor Suraya binti Kamaruzaman
Nur Diyanah binti Nasaruddin
Annis Fadilla binti Mohd Sukery
Muhammad Ikmal bin Ismail
Muhammad Ikmal Azim bin Khairuddin
Azri Noor Ashwad bin Selamat
Nurul Ashikin binti Medon
Ahmad Diauddin bin Yusof
Nur Ramizah binti Hamzah

Liaison Officer & Usherer

Gayathri a/p Vadivel
Andreas Charles Akobiarek
Ahmad Farid bin Ahmad Rizal
Nurhanizar binti Mohktar
Nurhidayah binti Mohd Yusop
Yasir bin Abdul Rahim
Najwa A'tikah binti Ahmad Daud
Arthi a/p Ravindran
Muhammad Syafiq bin Shaiful Ziazan
Muhammad Afiq bin Mohd Shahar
Muhammad Ardani bin Amini Amir
Yogaswari a/p Purushothman
Kim Nazreen bin Borhaan
Aishah binti Ramli
Nuraisyah Amanina binti Rahishan
Muhammad Akmal bin Jabir
Mastura binti Rambli
Akmal Hariz bin Rosazmi
Adibah binti Mohd Fauzi
Vallimayil a/p S.Perumal
Shahina Noor binti Shah Nazim
Ahmad Qalil bin Azhar
Nur Syafiqah binti Abdul Razak
Syazzana binti Zulkofli
Luqman Hakim bin Ismail
Khairul Azman bin Zainal @ Zaiton
Nurul Fatimah binti Abdul Razak
Aaron Davidraj a/p Ravindran Visvaram

Logistic & Transport

Abd Razak bin Omar
Ismail bin Abi Hashim
Jamilah binti A Bakar
Wong Fong Wei
Safrizal bin Hisham Shunmugam
Ahmad Riza bin Hashim
Mohd Zukri bin Said
Muhammad Farid bin Samsuddin
Amirulazim bin Abd Rahman
Aiman Hakim bin Mohd Nuri

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Mohd Sidek bin Salleh
Mohd Amir bin Abdul Wahab
Khairul Nizyam bin Mustaffa
Fakhariah binti Tahir
Muhammad Noorhilmi bin Mohd Nasir
Mohamad Dasrul bin Mohammad Desa
Mohd Fairol bin Othman
Mohd Hairulnizam bin Abu Bakar
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Muhammad Aslam bin Md Adam
Mohamad Faiz bin Ahmad Azam
Mohd Fairys bin Kamarudin
Mohammad Hasbullah Bin Md Marham
Ahmad 'Illmi bin Mohd Azmi
Nur Hamirudin bin Ismail
Nurul Izzati Nazifa binti Harum
Muhammad Iqbal Zahir bin Zaharudin
Nurul Amira binti Haron
Khairullah bin Mahfud
Adilah binti Mohd Akhir
Nuralia binti It.Juanda

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Wan Mahmood bin Wan Harun
Rashidi bin Ismail
Dr. Ahmad Syarifuddin bin Ramlan
Dr. Nurabrar bin Hussin
Noor Eleena binti Abd Aziz
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Hafis Imeran bin Ariffin
Mohd Tarmizi bin Marzuki
Muhammad Syawal bin Mohd Daud
Mohd Radzi bin Ramli
Mohd Aliff bin Abd Karim
Azirfan bin Azhar
Ahmad Abraham bin Andri Aidham
Edwin Hidayat bin Mohamad
Nur Atiqah binti Abdul Samat

Exhibition

Dr. Mohd Nizam bin Jamaluddin
Anthony Arul Dass a/I Arulappen
Nazatul Fida binti. Kanan
Nor'ain binti Mohd Salleh
Mohd Fairus binKamarudin
Mohd Zulhilmi bin Mansor
Fadli bin Roslan
Muhamad Zharif bin Mohd Rasip
Mohd Shopian bin Harun
Mohamad Adib bin Abu Ramli
Muhammad Farid bin Samsuddin
Khalil bin Puteh
Yuhanisak binti Hamdan (Akta 789)
Aniza binti Mohd Zin (Akta 838)
Nik Athirah binti Badrudin (Akta 4)
Noor Shariza binti Mohd Said (Akta 838)
Nurul Afida binti Saad (Sinergi)
Hendera bin Saiful (Akta 789)

Souvenir & Food & Beverages

Fatimahwati binti Ahmad Nazir
Emy Baizura Azrin binti Mohamed Hakke
Ahmad Zaidin bin Othman
Puteri Amylia binti Ulul Azmi
Muhammad Taufiq Fauzan bin Azmi
Mohamad Faqimi bin Mat Zaib
Nur Isney binti Ibrahim
Nor Hidayah binti Kamaruzzaman
Muhammad Hilman bin Sayuti
Muhamad Ismail bin Abu Bakar
Famizah Asyikin binti Azman
Nabilah binti Ahmad
Aliah Syahidah binti Azlan Shahrum
Aisyah binti Ros Azman Shah
Khairul Anwar bin Ghazali
Nuriffah binti Abdullah
Hartini binti Isamil
Nik Mohamad Nazrin bin Nik Nazman
Mohamad Isamuddin bin Md. Ali
Nor Azlinda binti Mohd Azidin
Siti Salaria binti Abd Rahman

ORGANISING COMMITTEE

ISSA Secretariat Team

Luqman Arif bin Abdul Karim

Am Muammar bin Abdul Aziz

Nur Auni 'Izzati binti Abdullah Suhaimin

Sittarth a/l Ramesh

Shaarupraba Vasu

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Nurul Asyikin binti Mohd Zabri

Adibah binti Mohd Fauzi

Wan Nur Madhiah binti Mokhtar

Nur Ramizah binti Hamzah

Aiman Hakim bin Mohd Nuri

Melissa Syahirah binti Zainal

Adilah binti Mohd Akhir

Anis Rafidah binti Md Akir

Floor Manager

Mohamad Haron bin Othman

Hotel & Hall Facilities (ISSA Venue)

Muniroh binti Mohd Fadzil

Nur Dalilah binti Md Taib

Umairah binti Abdul Aziz

ACKNOWLEDGMENT

On behalf of the Organising Committee of ISSA Technical Seminar 2024 Social Security for the Self-Employed and Platform Workers: Addressing the Diversity and Needs of the Platform Economy and Gig Workers, we wish to express our deepest gratitude and sincere appreciation to all supporting organisations for their continuous support in making ISSA Tech Seminar 2024 a great success.

Organizers





MINISTRY OF HUMAN RESOURCES



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