

Press release

Brussels, 15 October 2025

CEOs of European social security institutions are committed to using artificial intelligence (AI) responsibly to strengthen social protection keeping humans in control while preparing institutions for a digital future.

Yesterday, the European Social Insurance Platform (ESIP) hosted its CEOs roundtable in Brussels, bringing together 25 leaders from statutory social security institutions across Europe, covering all branches of social security. Under the theme "The future of social protection, artificial intelligence & public administration: Leadership, governance & talent implications", the roundtable explored how Europe's social protection systems can adapt, innovate and lead responsibly in an age of rapid technological and societal transformation.

AI is a useful tool, not the decision-maker

Senior representatives of social security institutions across the EU highlighted that in today's context of demographic ageing, shifting labour markets and growing inequalities, artificial intelligence has emerged as both an opportunity and a challenge for their organisations. They agreed on its potential to enhance efficiency, accuracy and accessibility in social protection systems, from optimising internal workflows to detecting fraud and personalising citizen services. Participants also agreed that successfully integrating AI requires robust governance, clear guidelines and investment in skills and talent. Beyond technological capacity, institutions must ensure that AI deployment remains ethical, transparent and socially responsible, maintaining the public trust that is fundamental to social security systems. Hence, there was consensus that AI remains a useful tool, not the decision-maker.

ESIP AI Task Force to be operational in 2026

Participants reaffirmed that investing in social protection is investing in people. They stressed that digital innovation, including AI should bolster fairness and social equity, ensuring that Europe's social model continues to combine innovation with solidarity.

To this end, they agreed to establish an ESIP Task Force on AI to examine the technical dimensions of deploying AI-driven solutions within their organisations. This collaborative initiative will help share best practices, identify challenges and support members in translating innovation into responsible and effective action.

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