

Awards granted to the Social Insurance Institution for innovative projects in the field of digitization of customer service



The Social Insurance Institution has received eight quality certificates in a competition organized by the International Social Security Association. International experts appreciated the raising by ZUS of the standards of services provided and the introduction of good practices in managing the institution.

The ISSA Good Practice Award, i.e. the International Social Security Association's Good Practice Awards, is granted once every three years. The aim of the competition is to appreciate internationally the best practices introduced by social security institutions around

str. 1 - United Nations Public Service Awards

the world. This year, nine good practices entered recently by the Social Insurance Institution have been submitted to the competition.

The jury of the ISSA Good Practice Award has just announced the winners. The Social Insurance Institution has received eight quality certificates, including three certificates with distinction. The jury awarded the ZUS for the introduction of electronic sick leave and retirement advisors, conducting research on the quality of customer service using the 'mystery shopper' method (3 certificates with distinction), implementing the e-premium project, i.e. individual contributory account numbers, managing the risk of fraud, simplifying the language of communication with clients in as part of the "Straight from ZUS" project, creating our own programming team and implementing the customer service policy "Customer First". In addition, the jury awarded the so-called compliments to the ninth of the practices reported by ZUS, i.e. the introduction of regional councils as a mechanism to supervise the implementation of key tasks at the Department.

- For the first time in the history of such an important international organization, it has happened that an institution from Poland was awarded for all projects submitted to the competition. The jury of the ISSA Good Practice Award competition pointed to the practices we introduced as the ones worth imitating. This confirms the high standards that the ZUS has introduced in recent years for its clients and the standards of the internal organization of the institution - says prof. Gertruda Uścińska, president of the Social Insurance Institution.

The International Social Security Association was established in 1927 under the auspices of the International Labor Organization. Today it brings together 320 members (institutions) from 150 countries. Its mission is to promote high standards of services in the field of social security policy, to create guidelines for national social security policies and to disseminate expert knowledge in the field of social security.



PREZES
KASY ROLNICZEGO
UBEZPIECZENIA SPOŁECZNEGO

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Pani Prof. Gertruda Uścińska
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Ważna Pani Prezes,

z ogromną przyjemnością pragnę pogratulować Pani Prezes uznania na arenie międzynarodowej w postaci nagród i certyfikatów przyznanych przez Międzynarodowe Stowarzyszenie Zabezpieczenia Społecznego. To szczególny dowód potwierdzający skuteczność i nowoczesność działania Zakładu Ubezpieczeń Społecznych. Nagrodzenie wszystkich projektów ZUS zgłoszonych do konkursu to powód do jeszcze większej satysfakcji. Nazwa tych nagród, przyznawanych przez International Social Security Association – Good Practice Awards – wskazuje na najistotniejszą zaletę pracy instytucji, jaką jest funkcjonalność oraz sprawdzanie się w praktyce wprowadzanych rozwiązań.

Taki międzynarodowy sukces Zakładu Ubezpieczeń Społecznych to również powód do zadowolenia dla innych instytucji sektora ubezpieczeniowego w naszym kraju. Potwierdza on bowiem wysoki poziom usług świadczonych w tej branży. W tym miejscu chciałabym serdecznie podziękować za naszą owocną współpracę, która ma na celu zapewnienie jak najwyższej jakości usług świadczonych przez obie instytucje swoim beneficjentom.

Raz jeszcze serdecznie gratuluję Pani Prezes i Zakładowi Ubezpieczeń Społecznych aktualnego sukcesu i życzę uznania w dalszych pracach.

Z pozdrowieniem
Hadzik



The Social Insurance Institution has won the next QI Highest Quality award. This time the awarded statuette was a product in the category Quality - Quality Management System introduced in the Customer Service Rooms. This distinction confirms that ZUS guarantees its clients the highest level of service. This year, the plant was also honored with a special award - the Pearl of Quality. Dorota Bieniasz, vice president of ZUS, received her.

The award was granted for the highest quality Quality Management System. This was the third distinction for the quality of tools implemented in the Social Insurance Institution improving the quality of customer service. In 2014, the Chapter awarded the Silver International Emblem for the Electronic Services Platform, and in 2015 the Golden Quality 2015 International Emblem for the highest quality services, i.e. for the development and implementation of uniform customer service standards. Three winners have been additionally honored with the Pearl of Quality award for their unwavering efforts to improve the quality of services. The award at the gala was received by the Vice-President of the Social Insurance Institution.

Customer satisfaction is the best measure of service quality at ZUS. According to PBS studies conducted on a group of 10,000 people aged 18 to 80, 79% respondents positively assess the service at the Social Insurance Institution. The most positive assessments, as much as 84 percent, are in the group of beneficiaries (pensioners), slightly less, but still very much, as much as 77 percent. in the group of entrepreneurs.

The Highest Quality International is a project whose goal is to promote effective quality management methods in companies and institutions. The competition is organized by the editors of the Business Forum and is sponsored by the Polish Agency for Enterprise Development, the Polish Committee for Standardization and the Department of Quality Management at the Cracow University of Economics. In addition, the National Center for

Research and Development and the Marshal of the Mazowieckie Voivodeship became patrons of the competition.



The Social Insurance Institution received another award for the introduction of modern solutions and high quality of services provided to its clients. This time ZUS was awarded in the competition for the most interesting technological innovations "Leader 2018".

'Leader 2018' is a competition organized by Gazeta Bankowa, which aims to identify the most interesting and innovative solutions that were introduced in 2018. This year, the seventeenth edition of this competition took place, and prizes were awarded in the

categories: Banking, Insurance and other financial institutions, Industry 4.0. The title of Leader 2018 was awarded by a special chapter, which included representatives of the world of science, media, and the minister of entrepreneurship and technology. The awards were given out on April 24 during the Technobusiness Gala.

This year, one of the awarded entities of the commercial market was one public institution and it was the Social Insurance Institution, awarded in the category 'Insurance and other financial institutions'. In this category, mainly private insurers were awarded. ZUS was honored for introducing the e-premium project, i.e. individual contributory account numbers for over 2.5 million contribution payers, from January 2018. distinctions for ZUS for the e-premium project

- The 2018 Leader distinction is another proof that the solutions we introduce are not only modern, but above all they serve our clients. The e-contribution is an example of a solution that was created to facilitate contacts with our institution. At the same time, the implementation of this solution would not be possible were it not for the continuous modernization of IT tools that we have at our disposal - says prof. Gertruda Uścińska, president of the Social Insurance Institution.

The distinction in the "Leader 2018" competition is another award that the Social Insurance Institution received last year. At the beginning of last year, the Polish Bank Association and the Center for Banking Law and Education awarded prof. Gertruda Uścińska, president of the Social Insurance Institution (ZUS) for special contribution to economic education of students in the field of social security and long-term saving program. In September, the Polish Agency for Enterprise awarded the Polish Innovation Award 2018 for the strategy of introducing modern technologies and IT tools that increase the scope of services in the area of electronic contact with clients. In turn, the Qualitas Foundation appreciated ZUS with the "European Quality Certificate 2018" certificate for introducing the service of a pension advisor.



The construction of a modern IT system is possible only thanks to the cooperation of public administration, entrepreneurs and citizens. Poland already belongs to the group of European leaders of state administration. It is thanks to, among others The Social Insurance Institution,

which has been introducing e-services for several years: e-Premium, e-ZLA, e-files or EESSI (Electronic Information Exchange on Social Security). Digital solutions introduced by ZUS have been appreciated by the Teleinformatics Forum. During the 25th edition, the most important prize, the Golden Herald of the 1st degree, was collected by prof. Gertruda Uścińska, president of the Social Insurance Institution.

Nearly 90 percent Polish enterprises have used e-government at least once, and a similar group of e-government users positively assess online handling. Polish public institutions are rapidly digitizing, and Social Insurance Institution is one of the leaders in this field. The e-Składka, e-ZLA, e-files, EESSI projects are just examples of e-state solutions. These projects have been recognized, among others by experts. During the XXV Teleinformatics Forum, prof. Gertruda Uścińska, president of the Social Insurance Institution, received the "Golden Herald", a prestigious award granted to institutions, companies and people who through many years of cooperation and commitment support the idea of the Forum. Harald's statuette - [link to enlarged graphics](#)

- I am honored with this award. I am very happy that the activities of the Social Insurance Institution in building e-services are recognized by experts - said the president of ZUS, prof. Gertruda Uścińska, receiving the statuette and diploma.

The watchword of the jubilee XXV Teleinformatics Forum is "Poland '25 - strategies and practices of digital transformation". This is an opportunity to summarize how much we have achieved in the field of IT modernization of the state. The Teleinformatics Forum is one of the most prestigious and largest cyclical events in the ICT industry. It is addressed to the communities most interested and involved in the modernization of the functioning of the state, the more so ZUS could not miss it.

The plant is also a partner of the XXV Teleinformatics Forum, and prof. Gertruda Uścińska is a member of the Honorary Committee. In addition to the president of ZUS, members of the Committee are also Marek Zagórski, minister of digitization, Anna Trzecińska, vice president of the National Bank of Poland, prof. dr hab. Jan Madey from the University of Warsaw, dr hab. Eng. Radosław Wiśniewski, president of the Central Office of Measures, Adam Marciniak, vice president of the board of PKO Bank Polski, Włodzimierz Marciński, president of the Polish Information Processing Society, dr inż. Andrzej Dulka, president of the Polish Chamber of Information Technology and Telecommunications and dr hab. Eng. Bolesław Szafranski, professor of WAT.



The Social Insurance Institution was awarded for the second year in a row for innovation in introducing new services for its clients. During the 7th Polish Congress of Entrepreneurship, ZUS Vice President Paweł Jaroszek received the Polish Innovation Award 2019.

For the implementation of modern and innovative solutions in the field of customer service, including for leadership in the implementation of EESSI (European Electronic Exchange of Information on Social Security), professional introduction of e-exemptions and electronization of employee files and self-service on the Electronic Services Platform, the jury of the Polish Innovation Award after she awarded the main prize to the Social Insurance Institution for the second time.

Polish innovation prize - golden statuette on a black background - [link to the enlarged image](#)

- This is an award for hard work for our clients, an award for all employees of the Social Insurance Institution. The distinction awarded for the second time is a very strong confirmation that the path we have adopted and the projects we implement are highly rated by both customers and experts in the new technologies, finance and social security segment.

Thank you for your appreciation and trust - said Paweł Jaroszek, ZUS board member supervising the finance department during the Polish Innovation Award gala, which took place during the 7th Polish Congress of Entrepreneurship in Olsztyn.

The Polish Innovation Award is an economic program run by the Polish Enterprise Agency and the editors of the "Entrepreneurship Forum" in Dziennik Gazeta Prawna. It is awarded to the most innovative and creative companies, universities, institutes and institutions operating in our country. Last year, the Social Insurance Institution received the Polish Innovation Award for introducing an e-premium, i.e. individual contributory account numbers, thanks to which entrepreneurs pay contributions in one transfer instead of three or four (together with the Bridge Retirement Fund) transfers in 2017.



Symbol 2019, together with the extension of the name to a given category, is a nationwide media promotion program run for 9 years by the editors of "Market Monitor", an independent supplement distributed together with "Dziennik Gazeta Prawna" and "Business Monitor", an independent supplement distributed with "Rzeczpospolita" . This is media support for building a good, solid image of our partners.

The symbols are an expression of appreciation of previous activities and achievements. We honor companies and institutions whose brand has become representative and identical to the activities of the entire industry. Our goal is to mean the best symbolic quality of management and operation when writing and speaking about a given company. The goal of the program is also to enable an advanced form of promotion of companies and institutions from various branches of the economy and the social sphere by showing their achievements and perspectives in the national forum in the largest and most important daily newspapers in Poland: Rzeczpospolita and Dziennik Gazeta Prawna.





The Social Insurance Institution has been awarded the quality certificate in recent years. The Qualitas Foundation - European Center for the Promotion of Good Business Practices has been aiming to support and promote the idea of quality and good business practices since its inception. It implements it by popularizing a pro-quality way of thinking, substantive presence at numerous meetings, seminars, conferences and congresses related to quality. On the initiative of the Foundation, several nationwide and international projects are organized, and together with our European partners we try to create new values, implement innovative solutions and strive for improvement in quality.



It is the largest initiative in Poland promoting enterprises, organizations and research units for which high quality products, services or innovative and ecological solutions is a priority, and also sets the path for further development. Implemented for over 12 years, the EUROPEAN QUALITY CERTIFICATE® Foundation project is a prestigious emblem awarded to companies, institutions and scientific and research units that are of high quality. The emblem is legally protected - the Patent Office of the Republic of Poland registered it as a trademark.



The Social Insurance Institution was awarded for the e-Premium project during the 6th International Congress of Cashless Payments Cashless Congress in the category: Event of the Year of the Cashless World eDukat statuette

"Towards the non-cash world - the changing role of stakeholders in the non-cash payments ecosystem" - is the leading slogan of the International Congress of Non-Cash Payments taking place from 20 to 21 March. One of the main events of the congress was the awarding of special prizes: eDucats. They are awarded to companies and experts distinguished for the development of the electronic payments market in Poland. The Social Insurance Institution was awarded the golden eDucate in the category "Event of the year in the non-cash world" for the preparation and launch of e-premium, i.e. individual contributory account numbers.



The Social Insurance Institution has joined the group of the most innovative and effective offices in Poland. The jury of the "Friendly Office" competition awarded the Social Insurance Institution as an institution that focuses on the quality of customer service. Friendly office award - bay leaf shape - [link to an enlarged photo](#)

In the 5th edition of the Polish "Friendly Office" Competition, the Competition Jury awarded the Social Security Institution the Quality Label for 12 months. The plant has been certified thanks to effective and sustainable customer relationship building. The emblem is awarded to institutions that constantly work on the quality of their services. The award on behalf of the Department was received by Mariusz Jedynak, a member of the Board supervising the Administrative and Public Procurement Division. He also took the floor on behalf of all the winners. Mariusz Jedynak, a member of the ZUS Board of Directors receives a distinction from the hands of Piotr Celej, President of the Quality Institute - [link to the enlarged photo](#)

The plant has implemented for its clients, among others individual contributory accounts (e-Contribution) and electronic sick leave (e-ZLA). He appointed strategic payers, pension advisers, relief and redemption advisers. It also introduces standards of simple language in communication as part of the "Straight from ZUS" project.