

Social insurance, in the creation of which the state has played a decisive role, is one of the greatest achievements of civilization. (Stanisław Owsiak, *Public finance. Theory and praxis*, Warsaw 1999)

Social insurance is the closest bond of society with the state.
(Minister for Social Welfare, Stefan Hubicki,
"Gazeta Polska" of 27 January 1933)

The Republic of the insured persons

80 years of the Polish Social Insurance Institution (1934-2014)

The Polish Social Insurance Institution (ZUS) was established on 24 October 1934 by means of an Ordinance of the President of the Republic of Poland, Mr. Ignacy Mościcki. For 80 years ZUS has been the most important institution within the Polish social insurance system.

The Constitution of the Republic of Poland, Art. 67(1) states:
"A citizen shall have the right to social security whenever unable to work for reasons of sickness or invalidity as well as on having reached the legal age for retirement."

The main objective of the social insurance system is to provide social security to all citizens. Hence its comprehensive and compulsory nature.

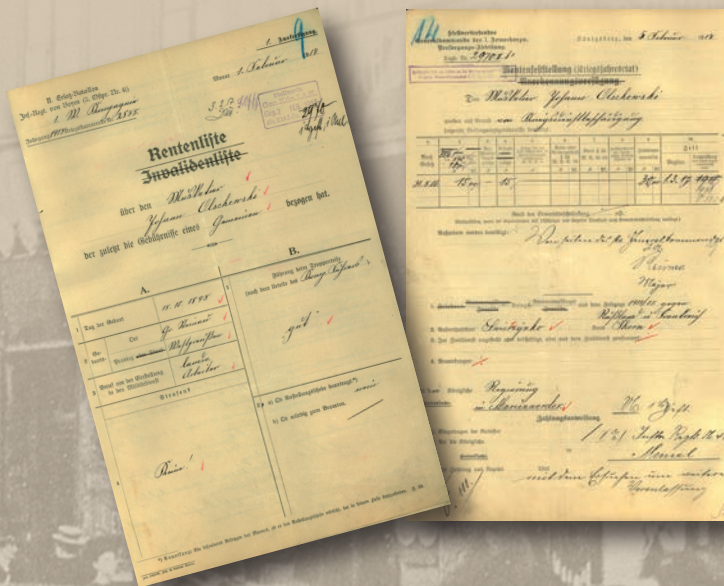
80 years
of the
ZUS



Insurance Record Card, 1910.
ZUS collections, Rybnik Branch

The nineteenth century was a period of rapid social change. European countries were forced to introduce social policies. The first attempts to implement a universal social insurance system emerged at the end of the nineteenth century. In 1883, Germany adopted an act on sickness insurance, and in subsequent years – further laws: guaranteeing the right to medical treatment and disability benefit due to work related accidents and granting workers the right to a pension upon reaching the age of 70. The insurance system in the Austro-Hungarian monarchy was introduced by means of an act on compulsory insurance against accidents at work and sickness.

The worst situation was to be found in the Russian Empire – the first such laws enter into force only in 1912: one act governs sickness insurance, another – insurance in respect to accidents at work. However, they covered only enterprises employing at least 20, and frequently at least 30 persons; there were no old-age pension provisions. The territory of Poland was divided in the eighteenth century amongst three powers: Austria, Russia and Prussia and stayed under foreign domination for 123 years. Poles, deprived of their statehood, were subject to their respective legal regulations.



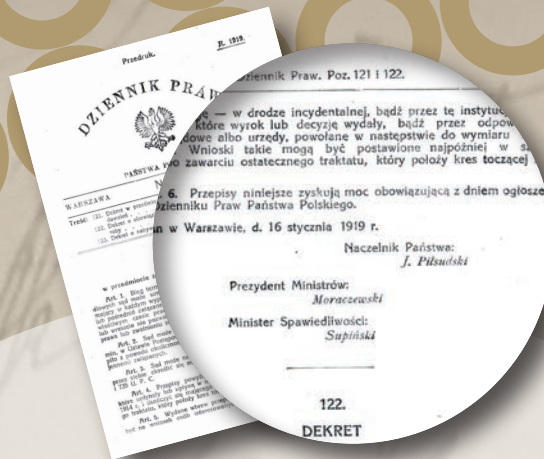
A document certifying the pension amount, 1917.
ZUS collections, Płock Branch

**The turn of the
twentieth century**
Towards a community
of the insured



**Charity campaigns were necessary due to infancy
of the then social insurance system.** Poster by Stefan
Norblin, the Poster Museum at Wilanów

80 years of the ZUS



The Decree on compulsory sickness insurance of 11 January 1919, signed by the head of state, Józef Piłsudski.
The Government Legislation Centre

On 11 November 1918, after 123 years of no statehood and occupation at the hands of three powers – Russia, Austria and Prussia, Poland regained its independence. The Second Polish Republic faced the immense task of creating a unified and modern state. The same applied to the social insurance system. Post-partition legislation not only needed harmonisation, but above all it had to be adapted to the conditions of an independent country and the needs of its citizens. The head of state, Józef Piłsudski, granted a

lump-sum allowance to industrial workers and employees already on 23 November 1918, and on 11 January 1919 the health insurance was introduced and health insurance funds were established. Subsequent important steps in the creation of the social insurance system were: 1920 – the Act on compulsory sickness insurance, 1924 – the Act on unemployment insurance, 1927 – Decree of the President of the Republic of Poland on the social insurance of white-collar workers.

80 years of the ZUS



Journal of Laws with the Consolidating Act.
The Government Legislation Centre



Meeting of the Sejm. Warsaw, 1933.
The National Digital Archives

On 28 March 1933 the act consolidating the social insurance system was passed. This provided a unitary nature to legislation in the reformed Poland – as it covered all types of social insurance and benefits: sickness and maternity, work-related accidents and occupational diseases, old-age pensions for blue-collar and white-collar workers, unemployment

benefit. The act was entirely the work of Polish legislative thinking, most progressive and modern for the times. Adoption of the act (covering almost all social groups) was preceded by stormy debate in the Sejm (the lower chamber of the Polish parliament) and in the press. At this time, the basic economic reform of the country was carried out.

From the article *Enhancing internal capitalisation*:

A flood of foreign capital must be opposed by an attempt to mobilise the capital of great economic and social role. [...] The funds of our social insurance institutions are the seed of this social capital in Poland. [...] This is the only way to create the Polish capital needed to rebuild the economic life devastated by the crisis.

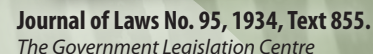
Warsaw, 29 October 1933 (the journal of the Union of White-Collar Workers *Jutro Pracy* No. 44, 1933)

1933
Storm of social ideas



Excerpts from newspapers of 1933 with texts commenting the Act: "Robotnik" – "We reject with indignation and contempt the Consolidating Act" and This Act will not survive you by one day...; "Gazeta Polska" – Debate on the Insurance Act at a meeting of the Sejm; "Jutro Pracy" – Before consolidation of the social insurance. The National Library

Photo: Małopolska Digital Library



The Consolidating Act enters into force on 1 January 1934. Works on its amendment had been carried out practically since its enactment. On 24 October 1934, the President of the Republic of Poland, Ignacy Mościcki, signed the Regulation amending the Act. The Social Insurance Institution (ZUS) was established, entrusted with the management of five insurance funds: Blue-Collar Workers' Old-Age Pension Insurance, White-Collar Workers' Old-Age Pension Insurance, Insurance

with respect to Accidents and Occupational Diseases, White-Collar Workers' Insurance in the Event of Lack of Work and General Insurance Fund for Sickness and Maternity. Since its inception, ZUS has been recognised as one of the most modern and best-organised insurance institutions in Europe. Already at that time ZUS used modern mathematical and statistical methods.

**From the discussion in economic magazine
"Przegląd Gospodarczy":**

Regulation of the President of the Republic of Poland [...] on changes in the Act on social insurance, [...] commonly known as the small insurance reform, brought [...] change of a fundamental nature – liquidation of the existing four institutions and the Social Insurance Chamber and their replacement with a single institution. [...] ZUS handles both the insurance of blue- and white-collar workers. [...] The [Social Insurance] Board is composed in one half by representatives of the insured persons [...], in one fourth by representatives of employers and in one fourth by members appointed by the Minister of Social Welfare.

Warsaw, October 1934 ("Przegląd Gospodarczy" No. 22, 1934)



One of the few existing photographs of the first Director General of the Social Insurance Institution, Jan Lgocki. Participants in the consecration ceremony of the "Staszycówka" sanatorium's new building. In the first row from the left: Jan Lgocki, the second – Minister Stefan Hubicki, then the Poznań suffragan bishop Walenty Dymek, governor (voivode) of Poznań Roger Raczyński (with a stick). Ludwików, 27 May 1932.*The National Digital Archives*

1934
A modern state,
a modern institution



Unification Congress of employees of social insurance and former Health Insurance Funds. Warsaw, 1 July 1934.*The National Digital Archives*

80 years of the ZUS



The Itinerant Anti-Alcoholic Exhibition of the Regional Union of Health Insurance Funds in Kraków. *The National Digital Archives*



Poster published by the National Insurance Office in Poznań. *The Poster Museum at Wilanów*

After consolidating the social insurance system ZUS became an important institution performing tasks of the social policy of the state. In accordance with its Statute ZUS also carried out educational and preventive activities (hygienic exhibitions, posters promoting safe working practices and the financing

of summer camps for children and youth). The funds collected in ZUS also served in construction projects (hospitals, sanatoriums, residential buildings), and health-oriented projects. At the end of the 1930s, ZUS was considered one of the fastest growing insurance institutions in Europe.



Commemorative photograph of a health camp organised and funded by ZUS, end 1930s. Juvenile workers were referred to monthly camps. Insurance offices covered the cost of their stay. All participants received full amenities for free: trousers, hats, wind breakers, woollen sweaters and scarves, socks, gloves and sports equipment. Rail journeys were also funded. *The National Digital Archives*



Invalidity card. ZUS collections, Wrocław Branch

1934–1939
Social Insurance
Institution (ZUS) –
insurance, care and
education



The Workers Construction and Housing Association of the Social Insurance Institutions built estates of small houses almost countrywide – in Łódź, Kraków, Lwów, Gdynia, Poznań, Sosnowiec, Będzin, Toruń. They were designed by some of the best Polish architects of the day: Stanisław Brukalski, Józef Szanajca, Bohdan Lachert, Roman Piotrowski and Prof. Rudolf Świerczyński. In the photo: ZUS houses in Warsaw.

Photo by Olaf Rawski

80 years of the ZUS



ID card of the Insurance Office employee. ZUS collections, First Branch in Warsaw

On 1 September 1939, Nazi Germany invaded Poland without declaring war. On 17 September the Soviets entered Poland from the East. In spite of a heroic defence Poland suffered defeat. The cost of ZUS evacuation only in the German-occupied areas of the Republic is estimated at 2.5 million of the then Polish Zloty (the pre-war Polish currency). Insurance funds were ruined. Poland, divided between two occupants, had imposed on it separate and unconditional terms, in accordance with their ideologies. Germany divided the occupied Polish lands, incorporating a part into the Third Reich, and creating the General Government for the remainder (Kraków, Warsaw, Radom and Lublin district) with the seat of the authority in Kraków. ZUS was to function

only in the General Government: it was to pay benefits as limited by the occupant and offered employment (often fictitious), therein frequently saving the lives of many people. The Germans forced Polish workers to sign declarations of loyalty to the occupation authorities. They also required a certificate to show Aryan provenance. The improper fulfilment of obligations towards the Reich was punishable by death. Jobless people were taken away for forced labour in Germany. A policy of extermination was applied towards those of Jewish origin. Help for the persecuted was punishable by the death. In the territories occupied by the Soviet Union, Polish state institutions ceased to exist. This also applied to ZUS.

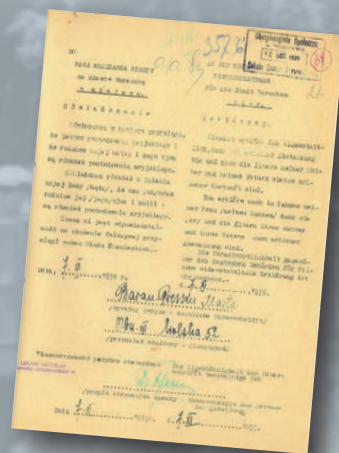


Soldiers of the German 19th Infantry Division on the streets of the city. Warsaw, 1939. dpa / Polish Press Agency

1939–1941
Under occupation –
activities in spite of
terror



The declaration of loyalty to the German administration. ZUS collections, First Branch in Warsaw



Confirmation of Aryan provenance of an Insurance Office employee. ZUS collections, First Branch in Warsaw



A document proving employment. ZUS collections, Rybnik and Częstochowa Branch

Stanisław Dowgird
(an employee of Arbeitslosenfond – the Labour Fund):

Wernatz [German director of Arbeitslosenfond - the Labour Fund] [...] always welcomed visitors [...] with a revolver lying on the desk [...]. He had only one answer to payers' requests: "Who lost the war, must pay".
Lublin, autumn 1939 (account recorded for the Historical Commission of ZUS, 1947, Central Archives of Modern Records)

80 years
of the
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Social insurance hospital turned into a German hospital (lazaret).

Warsaw, 1944. *The Polish Institute and Sikorski Museum in London / KARTA Centre*

After the attack on the USSR, on 22 June 1941, Germany took over the rest of the territory of Poland. Repressions were stepped up: the persecution of Polish citizens intensified, raids were organised on the streets – those of the civilian population caught were sent to prison, and from there to slave labour and death camps. Such acts on the part of the occupying forces increased society's resistance. Many social insurance employees, despite the threat of severe penalties, joined the underground resistance. Doctors issued false

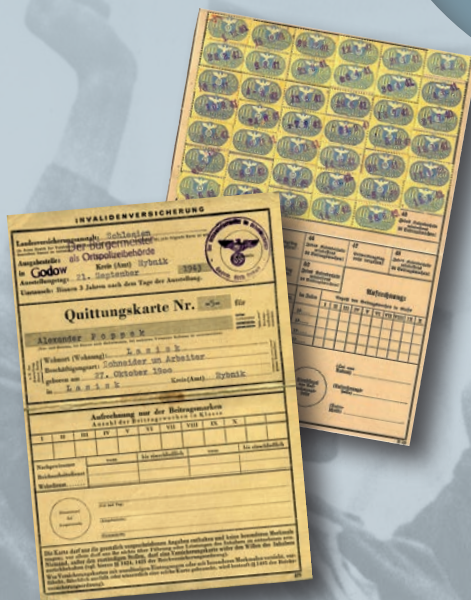
certificates of sickness, thus protecting people from forced labour. In spite of the regulations imposed by the occupation authorities, drastically limiting access to free medical services, they were to issue referrals for medical treatment and referred pregnant women to hospitals. At the end of the war, the social insurance employees – using their experience – initiated activities aimed at reform of the insurance system.



Round-up during the German occupation. *The Polish Institute and Sikorski Museum in London / KARTA Centre*



Plaque commemorating ZUS employees who died in the war. *ZUS collections*



Cash receipts confirming payment of contributions for compulsory accident insurance, 1943. *ZUS collections, Rybnik Branch*

1941–1944
Glorious pages
of ZUS history

From the letter of the underground Social Policy and Welfare Department in Warsaw to the Ministry of Labour and Social Welfare of the Polish government-in-exile in London

Secret.

From the draft decree on the arrangement of the legal status for social insurance:

Evolution is moving towards a system of universal security. [...] In particular, the elimination of differences between the old-age pension insurance of blue- and white-collar workers is emphasised, both for social reasons and strict insurance reasons. Long-term insurance must provide minimum benefits, but realistically providing for a modest standard of living. Providing for means above this minimum must be left to the resourcefulness of individual citizens.

Warsaw, 17 June 1944 (Central Archives of Modern Records)

80 years
of the
ZUS

Photo: the Polish Institute and Sikorski Museum in London / KARTA Centre



ZUS headquarters destroyed. Warsaw, August 1944.

Photo by Juliusz Bogdan Deczkowski "Laudański", the Warsaw Rising Museum



An insurgent formation in a residential building for ZUS employees). Warsaw, August 1944. *Photo by Mieczysław Łockikowski "Hanibal", the Warsaw Rising Museum*

In 1944, the situation on the fronts changed. From the West, the allied forces started to displace the Germans from the occupied territories. From the East, Polish lands were liberated from German occupation by the Soviet army and the Polish divisions subordinated to it by Stalin. In these territories a new, communist government was imposed. In mid-1944, Soviet troops reached the banks of the Vistula. In the face of

terror before the retreating German forces and the advancing Soviet troops, the Warsaw Uprising broke out on 1 August 1944. It mobilised many ZUS employees and collaborators. At that time, a special role was played by doctors of the Insurance Office, who treated the injured. Despite the heroic struggle, as a result of insufficient external support, the insurgents capitulated after 63 days of fight.

**Jerzy Higier (a physician at the Hospital
of the Social Insurance Office in Warsaw):**

During the Uprising, the Social Insurance Office Hospital at once started to work, transforming itself into a surgical field hospital [...] and – despite constant fire from two sides – [...] to the end served as [...] the most important sanitary facility at Powiśle and close Czerniaków. As a result of progressive destruction of the upper floors, the hospital moved lower and lower downwards, in the end operating only from the shelter and the ground floor – however two operating rooms functioned in parallel to the very end. On 13 September, at 15:00 hours, the hospital was bombed by low-flying planes, even though it was clearly marked with the flags of the Red Cross.

Warsaw, September 1944 (account recorded for the Historical Commission of ZUS, 1947, Central Archives of Modern Records)



1944
Fight and defeat



The house built from ZUS funds, its conditions before the war, during the Warsaw Uprising and currently. Photo from the National Digital Archives (pre-war building).

Photo by Aleksander Leszczyński / the State Archive in Warsaw (ruined building).

Photo by Olaf Rawski (a contemporary photograph)

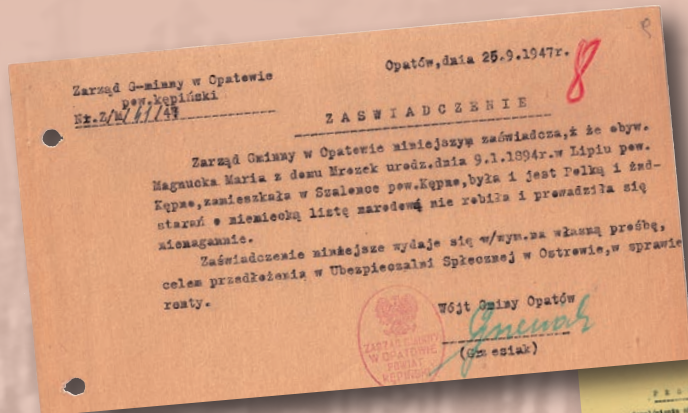
80 years
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Group portrait of employees of ZUS Branch in Opole, in the 1940s.
ZUS collections, Opole Branch

After the war, the joy on defeating the Third Reich was quickly suppressed by the communist regime. The new, truncated Polish borders were delimited. This constituted a change in ZUS's operational area. Huge population and material losses had to be added to territorial losses (the report of the Director General, Józef Pasternak, estimated ZUS losses at

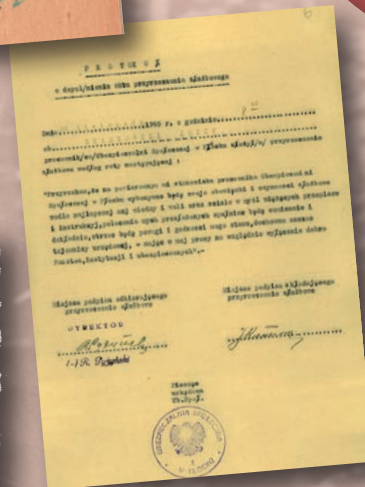
over 860 million Zloty in the currency of the day) – losses to property (administrative buildings, houses, resorts and sanatoriums) equalled at least a third of their pre-war value. In the new reality, ZUS returned to the role of being the national coordinator of the social insurance system.



A certificate of impeccable conduct during the war, issued at the request of the person concerned.
ZUS collections, Wałbrzych Branch



ZUS employees help in the reconstruction of Warsaw, in the 1940s.
ZUS collections, Zielona Góra Branch



The report on an oath taken by an employee. ZUS collections, Plock Branch

1945–1946
Building on the ruins

Jan Moszyk (an employee of the Social Insurance Office):

On 1 January 1945 the National Insurance Office in Poznań was paying 24,811 benefits. [...] How much have the Germans annihilated Poles in the Wielkopolska region? Suffice it to say that after the war ZUS Branch in Poznań "reinstated" the payment of only about 40,000 pensions, as compared to 150,000 paid in August 1939.

Poznań, June 1945 (Edward Kaczmarek, Outline of the History of ZUS Branch in Poznań, Poznań 2006)

80 years
of the
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Triumphator arithmometre (mechanical calculating machine). ZUS collections, First Poznań Branch



ZUS employees at the May Day parade, 1955.
ZUS collections, Zielona Góra Branch

At the height of Stalinist period, public institutions were subjected to violent ideologization; deviation from the communist doctrines was severely punished. ZUS was also affected by this process. Socialist labour competition was imposed top-down. This involved a striving to exceed efficiency standards, where quantity and not quality was important. Workers were forced to participate in public work referred to as "collective communal works", in parades

and demonstrations of support for the communist regime. However, ZUS covered increasing number of population through insurance and paid out more and more benefits. The centralised state tried to limit ZUS's autonomy. In 1950 the autonomy of insurance funds was abolished; in 1951 the financial resources of social insurance were incorporated into the state budget: in effect insurance contributions became a kind of tax; in 1953 the idea of a liquidation of ZUS emerged.

**From the minutes of the Plenum
of the Branch Committee for the Social Insurers Competition:**

The team is headed by the COMPETITION TRIO, acting on the basis of trade union groups [...] 100 points a month are set as a mandatory standard for each competitor, corresponding to 100 percent labour productivity. [...] Every 1 percent of contributions collection above or below the standard corresponds to 3 positive or negative points. [...] Each day of delay in submitting reports corresponds to 2 negative points. [...] Every 5 percent of people not participating in the competition correspond to 3 negative points. [...]

Warsaw, November 1949 (Central Archives of Modern Records)



**Insurance card. ZUS collections,
Częstochowa Branch**



**Świeboda, the 1950s ZUS employees during the
harvest (within the framework of collective
community works). ZUS collections,
Zielona Góra Branch**



**Zofia Tarasińska (later ZUS
president) as a ZUS clerk.
Private collection**

1947–1954
**Under the diktat of the
new government**

80 years of the ZUS



Due to the liquidation of ZUS all employees were transferred to other institutions. ZUS collections, Chrzanów Branch

Supermetall electrical computation machine. ZUS collections, First Poznań Branch

In 1955, as part of the liquidation of any forms of self-government and autonomy (particularly financial) of institutions and companies, ZUS underwent liquidation – its activities, following the Soviet model, were taken over by the trade unions (in terms of short-term benefits – allowances) and by the Ministry of Labour and Social Welfare (in terms

of long-term benefits – pensions). In October 1956, after Władysław Gomułka came to power, the political system was liberalised. The era of Stalinist terror ended. The state acted under the slogan of rectifying “errors and distortions”. The first mass demonstrations against the government took place.

1955–1959

ZUS's liquidation



Poznań, 28 June 1956. Demonstrators in front of the ZUS building located at the intersection of Dąbrowskiego and Mickiewicza streets. From the morning demonstrators entered the ZUS building, agitating insurance employees; some of them joined the manifestation. About 9:30, in front of the Castle, the demonstrators called for the destruction of the radio station in this building. The demonstrators stormed the building and a few of them climbed to the roof, and from there entered the radio station. The demonstrators broke jamming devices, threw parts of the transmitting apparatus and aerial fragments into the street.

Photo by Leszek Paprzycki, the Posnania Municipal Publishers



Optima M-16 typewriter.

ZUS collections, First Poznań Branch



Zofia Tarasińska (later ZUS president) as the head of ZUS contributions department. Private collection

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Awarding diplomas of recognition to ZUS employees for the long-term work in the field of social insurance on the occasion of the 25th anniversary of social insurance in the Polish People's Republic. Poznań, 22 July 1970. ZUS collections, Poznań Branch



The first award in competition of professional knowledge for ZUS employees. ZUS collections, Łódź Branch

By means of the Act of 13 April 1960 ZUS was re-established and took up its activities, ensuring the continuity of insurance and paying out benefits in a timely manner. The decade of the 1960s in Poland, referred to as that of “limited stabilisation”, brought about an apparent liberalisation of the political system. In the subsequent decade – thanks to the loans from Western countries secured by Edward Gierek, the then First Secretary of the Polish United Workers’ Party, which was de facto ruling the country – a temporary improvement in

the economic situation was observed. However, over the years it was more and more evident that this was just sham propaganda; the economic and political stagnation in the country was to breed the democratic opposition. The first electronic computing machines appeared at ZUS. On the wave of official attempts to modernise the country (including the administrative division reform), in the 1970s, subsequent social groups, including farmers, were to be covered by the universal pension system.



Electronic Computation Office – Zakład Elektronicznej Techniki Obliczeniowej.

Private collection of Krzysztof Gajzler



Ascot electrical computation machine.

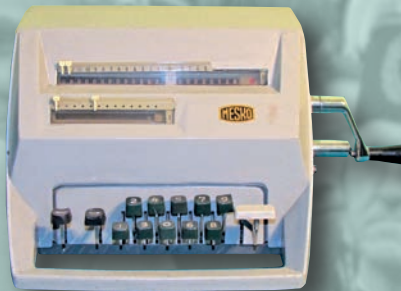
ZUS collections, First Poznań Branch

1960–1980
ZUS's reactivation.
"Limited Stabilisation"
and the Gierek decade

From an occasional lecture on the 20th anniversary of social insurance in the Lubuskie Land:

We need to remove bureaucratisation and a bad approach to the insured person as a result of our activity. We must carefully listen to the grassroots criticism and even quicker respond to complaints and grievances. Attentive, quick and efficient services for insured persons and pensioners – these are the orders that result for us from the resolutions of the Party and the Government.

Zielona Góra, 9 October 1965 (ZUS Archives)



Mesko arithmometre (mechanical calculating machine for four operations).

ZUS collections, First Poznań Branch



ZUS employees on a trip to the Karkonosze Mountains, 1978.

ZUS collections, Zielona Góra Branch

80 years
of the
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ZUS Computational Centre. *ZUS collections*

The creation of the Independent Self-Governing Trade Union “Solidarity” (NSZZ Solidarność) and its legitimate activities in 1980–81 was to make social insurance an exceptionally sensitive political area. “Solidarity” referred to social justice in terms of the benefits provided by the state. Martial law, introduced on 13 December 1981, was to stop all forms of democratisation and block the implementation of the NSZZ Solidarność postulates. This was to bring about economic



Petitioners' queue at a counter in ZUS. Warsaw, 1982.

Photo by Aleksander Jąlosiński, FORUM collections

collapse and deep social malaise for the subsequent years. At the end of the 1980s the economic crisis of the state were to force changes in the political system. Representatives of the government and the opposition negotiated at the Round Table. The Social Insurance Fund was created to provide a rational financing of benefits. ZUS made its first attempts at computerising the insurance system.

1980–1989

From "Solidarity" to the Round Table



Commander's Cross with Star of the Order of Polonia Restituta, which was awarded to ZUS in 1987. ZUS collections

From 21 demands, announced by the Inter-Factory Strike Committee in the Gdańsk Shipyard, under the leadership of Lech Wałęsa, the future president of the Independent Self-Governing Trade Union "Solidarity" (the right to form free trade unions was one of those postulates):

14. Lower the retirement age for women to 55 years, and for men to 60 years or a pension after a 30-year (for women) and 35-year (for men) period of employment in the Polish People's Republic regardless of age. [...]
15. Align the pensions of the old portfolio to the level of currently paid pensions. [In those days benefits were losing their value through the inflation caused by the economic crisis] [...]
18. Introduce paid maternity leave for a period of three years to allow for the raising of a child.

Gdańsk, 17 August, 1980 (KARTA Centre Archive)



ZUS employee operating the first computer. Tomaszów, 1987. ZUS collections, Tomaszów Mazowiecki Branch



Warsaw, 10 November 1982. Riots. Photo by Janusz Fila, FORUM collections

80 years
of the
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Olsztyn, ZUS Department of Pension Records. *ZUS collections, Olsztyn Branch*

Photo by Grzegorz Rogiński / PAP

The first decade of the Third Polish Republic was a joy resulting from the recovery of democratic freedoms, but also the social shock as a result of the political transformation and the gigantic inflation of the time. ZUS had to function in difficult economic and financial conditions. Many enterprises, factories and works were closed down. The labour market

was rapidly shrinking. To protect against unemployment, a large number of people chose to retire early. The number of benefits paid out by ZUS rapidly increased. This strained the social insurance funds. Reform of the insurance system was to become necessary. In the late 1990s a far-reaching reform of the old-age pension system was being prepared.



Archives of ZUS Inspectorate in Koło.
ZUS collections, Second Poznań Branch

Zofia Tarasińska (ZUS President):

I remember a discussion at a meeting at the Ministry of Labour, chaired by the Minister Jacek Kuroń. One of the participants suggested to abolish compulsory insurance and introduce voluntary insurance. I will never forget it and I am grateful to Minister Kuroń for what he said: "In such case no young person would want to join insurance and pay contributions, and in the old age all people would come to the state for benefits."

Warsaw, 1989/90 (In the mirror of time. 75 years of ZUS, Warsaw 2009)

1989–1997
 Accelerated lesson
 in capitalism



Zofia Tarasińska, ZUS president
(1988–1990). *Private collection*

80 years
of the
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Customer service hall in Łódź Branch.
ZUS collections, First Łódź Branch

In 1999, the structural reform of the social insurance system came into force. Its essence was a change in the method of calculating old-age pensions. The pension amount would depend primarily on the total amount of paid contributions, and not mainly on working periods as it had been before. This meant the need to create several million individual accounts

for those insured, where contributions are to be booked and indexed. That was why ZUS needed to create an advanced IT system that would cope with the huge scale of the project. Additional forms of saving for retirement were also introduced (the so-called third pillar).



Awards for the Complex Information System. *ZUS collections*



Servers that support the newly created ZUS information system:
Branch server HP-UX "K" and the infrastructure accepting data from
the contribution payers' computers. ZUS collections, Wrocław Branch



Pensioner's card. ZUS collections

1998–2009
 Pension reform:
 between individualism
 and solidarity



Since 2003, ZUS has been running a campaign to reduce the
number of accidents at work and occupational diseases.
 ZUS collections

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Polish Quality Award for the implementation of the modern management system. ZUS collections



ZUS servers support one of Europe's largest information systems. ZUS collections

In the second decade of the twenty-first century ZUS introduced modern management methods, following the solutions applied within commercial companies. A transformation strategy was pursued for the years 2010–2012. Its main objective was to increase customer satisfaction through modern customer service solutions.

The ZUS Complex Information System was to become one of the most advanced technological solutions in Europe. It allowed one to create electronic solutions for customers, such as e-inspectorate and the Electronic Services Platform (Platforma Usług Elektronicznych, PUE), which is the first Polish fully implemented e-government office.



ZUS is modernising the customer service halls, organising them in a customer-friendly way, for example, introducing an electronic traffic management. *ZUS collection*

Władysław Kosiniak-Kamysz (Minister of Labour and Social Policy) at a press conference on the occasion of launching PUE:

8000 users logged on PUE during the first several hours. It shows that changes in ZUS are going in the right direction. ZUS services quality assessment improves, which is confirmed by our surveys. With PUE, ZUS will be the first such complex e-office of public administration operating in the country.

Łódź, 14 June 2012. ZUS collections



Award for ZUS in the "IT Leader 2012" competition for the implementation of ZUS Electronic Services Platform (PUE). *ZUS collections*

2010–2013
First of all – customer satisfaction



WEKTOR award. *ZUS collections*

The Confederation of Employers of the Republic of Poland (the oldest and the largest organisation of employers in the country) awarded ZUS the "Wektor" prize. In support of the award the jury wrote: "For the launch of the Electronic Services Platform and for proving that public administration can introduce modern tools friendly both for citizens and businesses."

80 years
of the
ZUS



ZUS approaches customers as an education partner in Summer with the Radio (very popular countrywide event). ZUS collections

In accordance with the development strategy implemented from 2013, ZUS is increasing the range of electronic services, while still improving the quality of customer service in its units. It also carries out extensive educational and information activities.



"Zusomat" allows automatic access to ZUS around the clock. ZUS collections, First Branch in Warsaw

ZUS receives social insurance contributions for 14.5 million people, which are paid by more than 2 million employers. 7.3 million pensions and 400 thousand allowances and other short-term benefits are paid each month, amounting to a total of about 14 billion Zloty.



Changes in the customer service quality in ZUS in recent years. ZUS collections



Every year during the holidays ZUS employees organise collection of gifts for children from orphanages. ZUS collections



Social insurance should be taught already in the youth. ZUS prepared lessons and educational materials concerning Polish social insurance system. ZUS collections

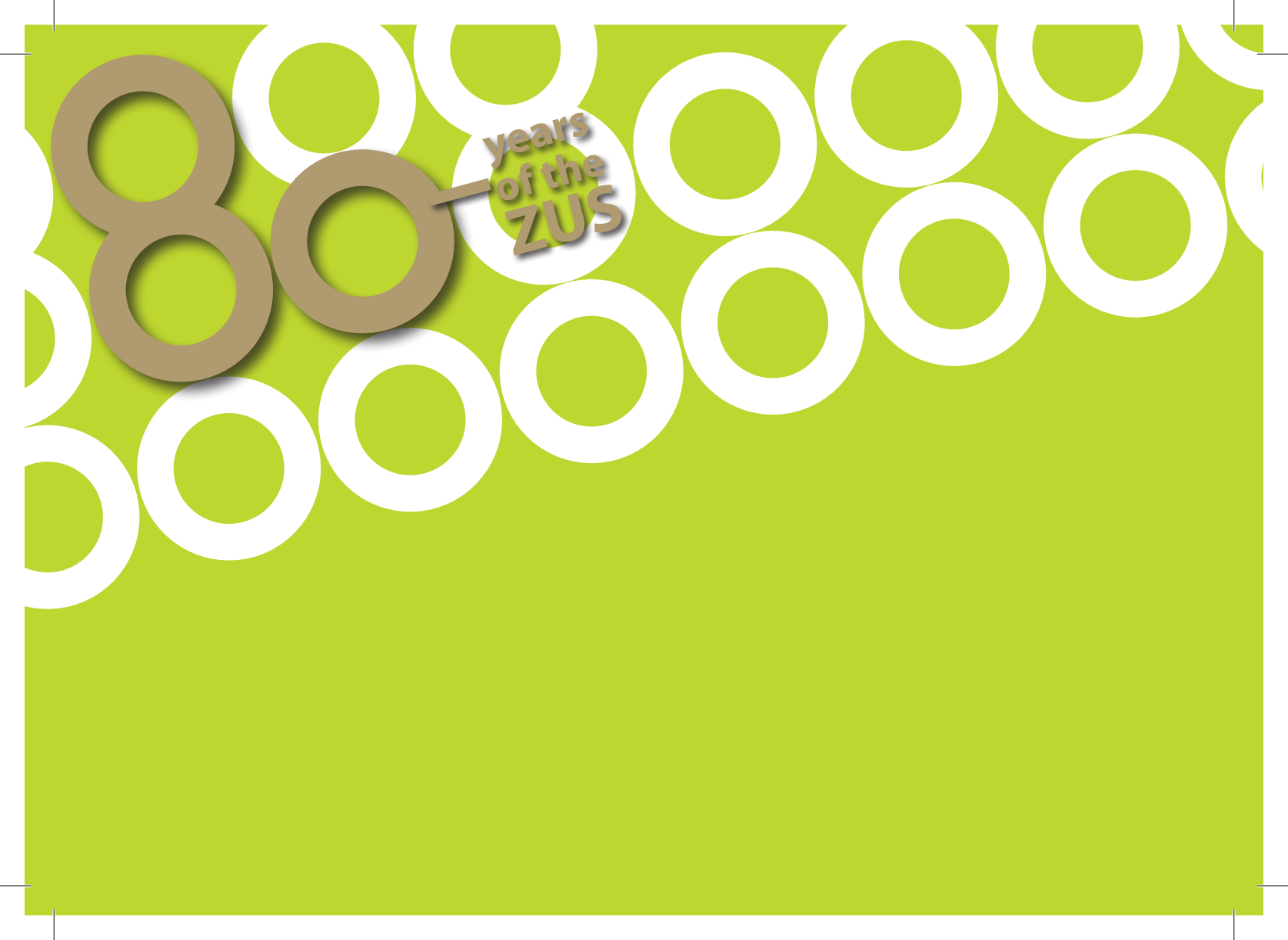
2014– Safe future

The solvency of social insurance benefits is guaranteed by the state.

Article 2(3) of the Act on the social insurance system of 13 October 1998,

The ZUS VISION is to become an innovative public trust organisation. The ZUS MISSION is an efficient, friendly and reliable customer service provided with respect for the principles of the rational and transparent management of public resources.

From the Development Strategy of the Social Insurance Institution for 2013-2015

The image features a solid lime green background. In the upper left corner, the number '80' is rendered in a large, brown, 3D-style font. To the right of the '0' is a small brown line pointing to a circular emblem. This emblem contains the text 'years of the ZUS' in a brown, sans-serif font, with 'years' on the top line, 'of the' on the middle line, and 'ZUS' in a larger font on the bottom line. The background is decorated with a pattern of white circles of varying sizes, some of which are partially cut off by the edges of the frame.

80 years of the ZUS