ISSA Good Practice Awards
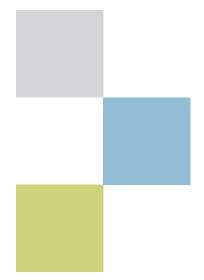## Europe 2022

Competition results

Celebrating the best of social security

The ISSA Good Practice Award is a celebration of the hard work and success in improving the ways that social security institutions work, in order to achieve excellence in delivering social security.

The Award recognizes good practices in the administration of social security carried out by ISSA member organizations, and provides a unique opportunity for institutions to present their significant administrative initiatives and innovative solutions to a global audience.

The ISSA Good Practice Awards are given out on a regional basis over a three-year cycle at each ISSA Regional Social Security Forum. The Award and Certificates of Merit are given out at each Regional Forum, as decided by an international jury.

The Good Practice Award Jury

For the 2020–2022 triennium, the Jury of the ISSA Good Practice Awards is composed of recognized social security experts with global and regional knowledge and experience.

ISSA Good Practice Award topical areas 2020–2022

- Actuarial
- Communication
- Compliance and contribution collection
- Demographic changes
- Digital economy
- Disability
- Employment
- Error, evasion and fraud
- Extension of coverage
- Family benefits
- Governance and administration
- Health
- Information and communication technology

- Investment
- Maternity
- Migration
- Mutual benefit societies
- Occupational accidents and diseases
- Old age - pensions
- Prevention of occupational risks
- Return to Work
- Service quality
- Shocks & extreme events
- Social assistance
- Social policies & programmes
- Workplace Health Promotion

Results of the ISSA Good Practice Award – Europe 2022

96 entries from 32 organizations in 20 countries competed for the 2022 ISSA Good Practice Award for Europe. The Jury decided to give the Award to the Swedish Pensions Agency for *Withdrawal Planner*. The Jury also gave 87 Certificates of Merit, 25 of which received a special mention.

Good Practices on the ISSA Web Portal

All entries to the ISSA Good Practice Award for Europe competition can be found in the ISSA Database of Good Practices at **www.issa.int/cfe/gp**.

Good Practices and ISSA Guidelines

The Good Practices provide a rich source of references for the ISSA Guidelines on various aspects of social security administration: **www.issa.int/guidelines**

Winner

Sweden

Swedish Pensions Agency
Withdrawal Planner

Summary

The Withdrawal Planner (*Uttagsplaneraren*) is a digital tool to help plan and withdraw one's pensions. A typical user is aged 55 to 65, with an average of eight pension pots from five different sources. They can create and compare plans with different withdrawal periods and options, to decide about the future withdrawal of their entire pension, not just the state pension.

The goal is for individuals at or near retirement to plan and withdraw their pension confidently and easily. In addition to creating projections, the user gets personalized values to define scenarios as well as a personalized to-do list.

In 2015, the Swedish Pensions Agency (*Pensionsmyndigheten* – SPA) decided to establish the tool, which was developed by minPension AB in close collaboration with the SPA and the Swedish pensions industry. The Withdrawal Planner was launched in the autumn of 2019, a successful example of private-public collaboration.

The Withdrawal Planner is a further development of the minPension projection dashboard www.minpension.se.

Certificates of Merit with Special Mention from the jury

Azerbaijan

State Social Protection Fund under the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan

Centralization of social security governance in Azerbaijan

Czechia

Ministry of Labour and Social Affairs

Introduction of e-Sick Leave and its use during COVID-19 pandemic

France

Central Agency of Social Security Bodies

Establishment of a reporting service suited to the developing collaborative economy
A practice of URSSAF

Personal services and domestic work: Towards a formal economy and the social protection of workers
A practice of URSSAF

National Family Allowances Fund

Building a network of administrative mediators within the network of the Family Allowances Funds

Union of National Social Security Funds

A common approach to communication to highlight the engagement of the French social security system during the crisis and to ensure a better image in the long term
#LaSécuEstlà and #Jesuiscequejefais

Germany

German Federal Pension Insurance

RV Fit: The preventive health care web portal for German Federal Pension Insurance

Ireland

Department of Social Protection

Provision of digital employment services to employers and jobseekers across Dublin region

The Pandemic Unemployment Payment: An innovative income support payment response to the COVID-19 pandemic

Transformation of Working Family Payment as a key income support to people returning to work, post-COVID-19

Italy

National Institute for Insurance against Accidents at Work

"Studiare il Lavoro": The protection of health and safety at work for students in dual training systems

Higher social security benefits for work-related injured or ill people

Osseointegration in the treatment of lower limb amputees: The experience at INAIL Prosthesis Centre

Kazakhstan

Unified Accumulative Pension Fund, JSC

2017–2021 Unified Accumulative Pension Fund Strategy: Extending pension coverage via equal access, information and communication technology, and raising public awareness

Lithuania

State Social Insurance Fund Board of the Republic of Lithuania under the Ministry of Social Security and Labour

No more lack in IT competencies: Superusers

Poland

Social Insurance Institution

Automated granting of benefits to families in Poland

Digitization of ZUS documentation: Efficient access to electronic documents using innovative solutions

Enabling customers self-service data confirmations on the ZUS Electronic Services Platform: Automation of process to issue certificates required by other institutions

Implementation of e-visit in ZUS

ZUS statistical portal as a platform for universal data sharing

Russian Federation

Social Insurance Fund of the Russian Federation

Social Navigator: Mobile application of the Social Insurance Fund of the Russian Federation

Spain

Federation of Administrative Bodies of Spanish Social Security

Importass: The new portal of Spain's General Treasury of Social Security
A practice of the General Treasury of Social Security, Federation of Administrative Bodies of Spanish Social Security

Sweden

Public Employment Service

Automatic and risk-based review of activity reports
Means to strengthen control without using additional resources

Turkey

Social Security Institution

Implementation of Transition to Formality Programme (TFP)

INST-CARE Project: Supporting registered employment of women through institutional childcare services

Certificates of Merit

Azerbaijan

State Social Protection Fund under the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan

Citizens' satisfaction monitoring system
A practice of the Agency for Sustainable and Operational Social Security (DOST)

DOST Agency for life with dignity and equal rights
A practice of the Agency for Sustainable and Operational Social Security (DOST)

Belgium

Federal Public Service for Social Security

Monitoring the social impact of the COVID-19 crisis: An interagency network approach

National Employment Office

A data platform for informed and timely decision making: The ONEM model

Creation and launch of a chatbot on the National Employment Office website

Ensuring a high-quality service in times of crisis

Recruitment and training: An accelerated digital transformation of human resources to cope with the coronavirus crisis 100 per cent remote

Staff well-being in times of coronavirus

National Institute for Health and Disability Insurance

Impact of the COVID-19 crisis on care in Belgian hospitals

Finland

Finnish Centre for Pensions

Service for employers: Social insurance contributions in international situations

Social Insurance Institution

Kela chatbot: Bilingual help for online customers, 24/7

France

Central Agency of Social Security Bodies

Auto-entrepreneur: an ultra-streamlined, 100 per cent digital system for registering, managing and declaring one's activities in a few clicks
A practice of URSSAF

Mon-entreprise.fr: A response to the social protection challenge for those setting up a business
A practice of URSSAF

Council for the Social Protection of Self-Employed Workers

Automating the direct payment of large-scale categorical aid in times of crisis while ensuring ongoing evaluation by policy-makers

EN3S - National School of Social Security

Regulation of health cover: Methodological corpus and technical data

National Family Allowances Fund

Development and distribution of tutorials in an "Easy to Read and Understand" language

Digital support application for the management of exceptional benefits granted to nurseries during the COVID-19 pandemic

Exceptional operating grants paid to nurseries following their closure during the COVID-19 pandemic

Financial intermediation for maintenance allowances

Keeping children busy at home in a situation of lockdown and generalized remote working

Simplified payment of childcare supplement

The Birth Pathway: Support for future and new parents

The counselling and support services of the National Family Allowances Fund available to employees during the pandemic

The IT Department's crisis communication during the COVID-19 pandemic

National Occupational Union for Employment in Industry and Commerce (Unédic)

Social debt issuance by the National Occupational Union for Employment in Industry and Commerce (Unédic) Protect and support sustainable employment

Germany

German Federal Pension Insurance

Introducing a digital strategy
The digital transformation at German Federal Pension Insurance

Keep a finger on the pulse
An interactive feedback tool to guide a successful transition to digtalized work environment

German Social Accident Insurance

Digitalizing psychological diagnosis in the aftermath of serious accidents: Development and evaluation of a diagnostic algorithm
A practice of the Research Society for Applied System Safety and Occupational Medicine (FSA)

Hamburg Airport – Occupational health and preventive measures in ground handling: A model project for cooperation between social insurance institutions
A practice of the Statutory Accident Insurance Institution for Transport, Postal Logistics and Telecommunications (BG Verkehr)

SARS-CoV-2-occupational safety and health standard: recommendations for film productions Industry-specific operational guide
A practice of the German Social Accident Insurance Institution for the energy, textile, electrical and media products sectors (BG ETEM)

Sector-specific recommendations for action by accident insurance providers in Germany
Practical support for businesses and institutions to manage health and safety during the SARS-CoV-2 pandemic

Social Insurance for Agriculture, Forestry and Horticulture

An occupational safety and health web app for seasonal workers
A multilingual Internet-based application providing information for seasonal workers on occupational safety and health issues in the agricultural sector in Germany

Israel

National Insurance Institute

The National Insurance Institute's response to the coronavirus pandemic

Italy

National Institute for Insurance against Accidents at Work

Good practices in upper limb assessment

INAIL Silica Exposure Database

Information on risks for homeworkers

Managing the human element in construction companies

Measures of patient-reported outcomes to assess the prosthesis-rehabilitation treatment

RiqualiFire: Preventing the risk of fire in the energy retrofitting of workplace

TOKCS: Toolkit for Safety Culture

Video safety procedures

Latvia

State Social Insurance Agency

E-assistant: Assistant in receiving e-services

Malta

Ministry for Social Policy and Children's Rights

Malta's social security response to the COVID-19 challenge
How this major threat was addressed and turned into an opportunity for improved service delivery

Principality of Monaco

Monaco social security Funds

Establishment of a family benefits scheme for self-employed workers: Implementation of law No. 1.493 of 8 July 2020 establishing a family benefits scheme for the self-employed
A practice of of the Sickness, Accident and Maternity Insurance for the Self-Employed

Poland

Social Insurance Institution

Anti-Crisis Shield

Handling of the Polish Tourist Voucher

Increasing efficiency and improving the quality of external customer service by identifying and developing competencies of ZUS employees

Optimization of the process of granting reliefs and remissions through specialized counsellors

Transformation of the Department for Employee Affairs into the Human Resources Management Department

Russian Federation

Pension Fund of the Russian Federation

The Electronic Employment Record Book Project: The paper-to-digital transformation of employment books

Social Insurance Fund of the Russian Federation

Registration of travel for treatment of citizens using electronic coupons of the Social Insurance Fund of the Russian Federation

Social Insurance Fund of the Russian Federation Project: Personal Information Navigator for persons injured at work

Spain

Federation of Administrative Bodies of Spanish Social Security

Automation of retirement pension procedure (Alfa Premium)
A practice of the National Social Security Institute, Federation of Administrative Bodies of Spanish Social Security

Information for companies on the benefits received by their employees (FIE/FIER)
A practice of the National Social Security Institute, Federation of Administrative Bodies of Spanish Social Security

Sweden

Public Employment Service

A centralized control procedure
A way to achieve greater consistency, efficiency and rule of law

Turkey

Social Security Institution

E-Government application for workplace registration and social security debt status

Online application to view explanations on deductions from monthly pension payments

Project on preventing fraudulence in the workplace and social security declarations

Reducing bureaucracy in the individual pension system transactions of personnel

Simple Employership Application
Expanding the coverage of simple employership application to include domestic services and housekeeping of residential apartments

Supporting registered employment of women through Promoting Educated Childcare Givers Operation (EDU-CARE)

United Kingdom

Institution of Occupational Safety and Health

Accredited Vision Zero Training Programme: A collaboration between ISSA and IOSH
Working towards eradicating all work-related accidents and illness

Attestations

Azerbaijan

State Social Protection Fund under the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan

DOST: Social protection for 65+
A practice of the Agency for Sustainable and Operational Social Security (DOST)

France

National Family Allowances Fund

Facilitating access to services for refugee groups: Peer film testimonials

Germany

German Federal Pension Insurance

Democracy in action
Self-governance in the management of the German Federal Pension Insurance

German Social Accident Insurance

A needle in a haystack – A practical and sector-oriented strategy during the coronavirus pandemic in the hospitality, hotel and food industries
A comprehensive prevention- and research-based approach to enable safe and healthy work
A practice of the German Social Accident Insurance Institution for the foodstuffs and catering industry (BGN)

Italy

National Institute for Insurance against Accidents at Work

"With INAIL, I can restart my job": Communication campaign on reintegration after a work accident or an occupational disease

Poland

Social Insurance Institution

Supporting activities conducive to building positive relationships between employees
Policy to prevent mobbing, discrimination and other undesirable phenomena in interpersonal relations in the Social Insurance Institution (ZUS)

Turkey

Social Security Institution

One-click automatic payment of Temporary Incapacity for Work Allowance and Breastfeeding Grant

Supply arrangements for medical equipment used for outpatient treatment of universal health insured members

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The International Social Security Association (ISSA) is the world's leading international organization for social security institutions, government departments and agencies. The ISSA promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems and policy throughout the world. Founded in 1927 under the auspices of the International Labour Organization, the ISSA counts more than 320 member organizations in over 160 countries.