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Preparation for the changeover to the euro

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This scoreboard includes a summary note together with Annexes

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The preparations for the changeover to the euro

A growing number of Member States are further specifying action to facilitate the logistics of the introduction and circulation of euro banknotes and coins. The measures aim mainly at encouraging timely sub-frontloading. In order to minimise the risks on price stability during the changeover period, a number of agreements have been concluded, while the public sector commits to avoid price increases when converting public amounts into euro. Specific structures begin to be established to deal with possible disruptions in logistics, security and communication during changeover.

Since the 4 June Eurogroup meeting, the following additional information has become available

1) Awareness of general public

The May results of the **Commission's** eurobarometer survey follow the same trends of the previous survey. The general public continues to feel it is neither well nor badly informed. An increasing proportion of the public feels the euro will bring them more advantages than disadvantages. The percentage of people who think that the euro will contribute to stability of prices is increasing.

Specific national survey results are roughly in line with eurobarometer findings. In **Germany**, public confidence in the euro has risen in June. In **Italy** a sharp increase of information is coupled with a sharp decrease of acceptance. In the **Netherlands**, results for the second quarter 2001 indicate a good knowledge of the introduction date of euro coins and banknotes though an unsatisfactory awareness of the length of the dual period. In **Portugal** the public's level of awareness with respect to the introduction date and value of the euro has improved although half of the populations still feels they are badly informed.

Further elaboration of these surveys can be found in Annex I.

2) Information and communication

Communication is becoming increasingly detailed in view of the mass effort that will take place in the last months of the year. Details of communication initiatives can be found in Annex II.

3) Preparations of enterprises and the banking sector

In **Belgium**, the deadline for banks to order euro cash ran out on 31 May. Information session workshops on the euro have been organised throughout the country. In **Germany**, the Deutsche Bundesbank, together with the banking sector, realised a public campaign aiming at an early backflow of DM coins and banknotes in 2001. In **France** in May 2001, bank payments in euro

and the number of companies keeping their books in euro increased rapidly. At mid-June, banks had already dispatched over ten million euro check books to their customers. In **Spain**, savings banks, in co-operation with local administration, will make a special effort in order to supply banking services to villages located far from credit entities. The ministry is also studying measures to reduce retailers' cash needs during the first days of year 2002, inter alia loading ATM with small denomination notes in order to facilitate retailers in giving back change in euro only.

In **Ireland**, 200 000 copies of a new guide for small businesses, covering such areas as accounting in euro, software issues, payroll, dealing with the tax authorities, banking issues and staff training are being distributed to businesses throughout the country. In **Luxembourg** the financial institution in charge of electronic payments, the retailers' and artisans' association and the hotels and restaurants and cafes association signed a framework agreement aimed at promoting the use of bank cards during the introductory phase. The objective is to reduce the quantity of cash in circulation through measures that include halving commission rates on electronic payment transactions during the dual circulation period. In the **Netherlands** SME preparations are encouraging. In **Austria** the deadline for banks to order euro ran out on 30 April. The Austrian National Bank estimates that frontloaded euro will be used up in around 8 workdays. In **Portugal**, most of the SME have already begun the changeover to the euro.

The preparations of the private sector are described fully in Annex III.

4) Preparations of consumers and particular groups

In **Belgium**, the operation "eurolabel" was re-launched to retailers in June. The winter sales will be exceptionally postponed to the period 19 January 2002 to 16 February 2002. In **Spain**, a collaboration agreement aiming at encouraging consumers to adapt as of now to the euro and an agreement aiming to provide information and training on euro matters was signed in June. In **France** retailers, manufacturers, and consumers signed an agreement that will freeze a large number of prices from this November to March 2002. The federation of insurance companies has committed to automatically tripling amounts, up to a maximum of euro 3500, insured by contracts against cash theft and robbery, free of further costs. The finance ministry called a tender for the production of euro converters for the blind and for people in economic and social need. In **Ireland** increasing numbers of companies are adhering to the National Code on Euro Changeover for a fair changeover of prices. Two training and further audio material for the blind are being distributed. A Braille conversion chart has been produced by prisoners in a Dublin prison, for distribution to blind telephonists in the civil service. In the **Netherlands** according to a recent survey, 50% of retailers are expected to apply dual price display as of 1 July 2001.

These initiatives in favour of consumers and vulnerable groups are described in Annex IV.

5) Preparations of public administrations

In **Belgium**, the Council of Ministers will decide on 22 June 2001 on a second set of decisions which will finalise conversion of legislation into euro, following a first set of Royal decrees of 20 July 2000. The conversions are generally to the advantage of the citizens. There is also a law under preparation that will provide for a legal framework for the withdrawal of the Belgian coins and notes and the issue of euro coins and notes.

In **Germany**, on 20 June, the 5th report "The introduction of the euro in legislation and public administration" was accepted by the Federal Cabinet of Ministers. It provides comprehensive information on the changeover to all concerned, particularly business and public administration. All Federal Laws on the "smoothing of signal amounts" have passed the Federal Cabinet of Ministers. Some of the 16 Länder have already published their legislation (e.g. Bavaria). As a general rule, public amounts are either converted exactly or, as far as possible, in favour of the citizen. In the sector of social security, preparations for the final changeover have been almost concluded (e.g. labour administration, health, insurance, pensions administrations for workers and employees).

The German labour administration (Bundesanstalt für Arbeit) has carried out schooling of its employees in all branches and sections of its organisation. It will now focus on a large information campaign of all insured.

A draft regulation of the Federal Ministry of Transport to the regulation on traffic rules (Strassenverkehrsordnung) extends the right to use pedestrian zones to cash carriers between 19 November 2001 and 28 February 2002.

In **Greece**, a circular has been signed by the Minister of National Economy with which the increase of prices, fees, penalties etc by the public sector entities due to the introduction of the euro is forbidden. Moreover the same circular provides for the conversion and rounding of the existing values to the benefit of the consumer. Three million starter kits containing euro coins to a face value of 5000 drachmas are going to be sold to the public.

With Greece, now all countries are introducing euro coin kits for frontloading the general public.

In **Spain**, a collaboration agreement between the Ministry of Economy and the representatives of public enterprises is being prepared. This agreement will focus on the adaptation to euro of Public Enterprises from 15 September. Spanish Public Administrations will operate in euro as of 15 September 2001. Small retailers will be sub-frontloaded from 1 December. A law is under preparation to convert private and public amounts. It should operate on a principle of exact conversion using up to six decimals.

In **France** a special leaflet was sent to 2.6 million civil servants with the payroll for June 2001 in order to inform them about the changeover to euro pay of salaries from July. As of May 2001, an intense euro training plan of all local authority agents has been implemented as a result of a partnership convention between the Central government and the representatives of local authorities. A special decree was published on 3 June that simplifies modalities for capital conversion to euro and reduces relevant costs.

In **Ireland** in addition to tax and social welfare codes, the Euro Changeover (Amounts) Bill, 2001 has recently been passed by the Irish Parliament. The Bill deals with the changeover, where necessary, of money amounts in law to convenient amounts in euro from 1.1.2002. The Ministerial Order to withdraw legal tender status from Irish pound notes and coins at midnight on 9 February 2002 has been approved in draft by the Irish Parliament and will be made as soon as the Bill is enacted.

In **Italy** a law is under consideration to establish the closure of banks and postal system on the 31 December 2001. Banking services of the postal system will be closed on 29 December 2001.

In **Luxembourg**, in regional meetings organised through June with representatives of local authorities the attention was drawn to the handling of pending public contracts on 31 December 2001, the conversion of local towns and their participation in the communication campaign.

In the **Netherlands** ministers recently agreed on a blueprint of a co-ordination structure around €-day. The co-ordination structure focuses primarily on possible disruptions with respect to the distribution scenario, but also other issues, such as changeover of departments and banks. The co-ordination structure will be operational from 1 September (start of frontloading of euro cash) until 1 April, and will be fully staffed from 1 December until the end of January (peak in logistic activity). In case of disruptions, a management team of ministers concerned will be called together. Communication is of crucial importance during this phase and must be univocal and comprehensible. Therefore, press conferences will be given on a regular basis. The Dutch co-ordination structure will be connected to initiatives of the ECB (Cash Changeover Co-ordination Committee), the European Commission and Europol.

The Ministry of Finance and the Ministry of Healthcare are preparing a guideline for the health services that still seem to be insufficiently aware of the implications of the euro. Currently a survey is also being carried out in order to determine the state of play of the preparations of schools.

In **Austria**, on April 18 the Council of Ministers decided that all outstanding adjustments in legislation will be achieved by issuing a comprehensive law, which must receive parliamentary approval before summer. The draft comprehensive law was agreed by the Council of Ministers on May 29. The adjusted amounts were either converted exactly or rounded in favour of the citizens.

The Bank of **Finland** will arrange beginning in September security information briefings in 18 cities, covering the whole country. The purpose of these briefings is to deal with the security features of euro notes, give advise on how to cope with counterfeiters, give information about security arrangements in transport and storing etc. Banks, enterprises which are going to be sub-frontloaded, insurance companies, CITs, Automatia, Police and the Bank of Finland will attend.

The Association of Finnish Local and Regional Authorities has made an inquiry to find out what is the state of euro preparations in municipalities. The main findings are that: more than 50% say euro preparation will be good in 1 January 2002; almost all claim euro preparation will be at least satisfactory in 1 January 2002; 50% of municipalities will adopt euro in their accounting systems step by step during the autumn. These systems include wage and salary administration, invoicing and bookkeeping; municipalities emphasise that adoption of the euro will not lead to price increases.

The **Committee of Regions** and the **Commission** conducted a survey on local authorities' state of preparation. Results, as of March 2001, indicate positive results in the training of civil servants and the need for some catching up in IT adaptation. Further results are highlighted in Annex V.

The **Commission**, presented on 22 May 2001, a proposal for a Council Decision to establish a training, exchange and assistance programme for the protection of the euro against counterfeiting (*Pericles*). The programme aims at training experts and trainers and promoting an exchange of information on technical and scientific back up, strategic information and

security issues. The programme will involve among others Member States, the ECB, the ESCB¹, the ETSC², Europol and Interpol and will be largely financed by the Commission.

Some countries are introducing measures aimed at reducing peak in demands and facilitating the introduction and the circulation of the euro cash as well as withdrawal of legacy currency. In **Belgium**, the authorities will provide financial support for the transportation of frontloaded cash. In the **Netherlands** free of charge services for distribution and withdrawal of coins will be provided.

Recently similar measures have been taken in **Ireland** and **Germany**, In order to reduce peak in demands and optimise the use of resources especially in terms of transport, the Bundesbank will make bonus payments for frontloading in **Germany**. Bonuses are more substantial the earlier the frontloading date. In **Ireland**, an agreement has been reached whereby - in return for a lodgement fee from the Central Bank that will partly meet the income they will forgo - commercial banks will not charge retailers cash-handling charges on euro cash sub-frontloaded to them before 1 January 2002, or on Irish pound cash lodged by them during the dual circulation period and for a short period afterwards.

In **Spain**, the ministry of economy, in collaboration with the Bank of Spain and the private banks, is studying measures to make sub-frontloading for retailers cheaper.

6) Other salient features

The production of euro coins at the end of May was equal to 78.4% of the end-2001 target.

According to the ECB information on the production of euro banknotes, the end of May figures bring the total banknotes produced to 8.16 billion. This amounts to 57.3% of the total amount to be produced (14.25 billion) and about 80% of the launch stocks required.

¹ The European System of Central Banks

² European Technical and Scientific Centre, set up on a provisional basis at the Paris Mint.

Awareness of the general public

The May results of the **Commission's** eurobarometer survey follow the same trend of the previous survey. The general public continues to feel it is neither well nor badly informed with no significant improvement from the previous results (March 2001). There is a slight improvement in the percentage of people who know the exact introduction date (61% up from 58%) and on the knowledge of the dual circulation period. 14% could identify the correct time span against a previous 10%. Most progress was made in **Spain**, the **Netherlands** and **Finland**.

The proportion of people who feel they will be subject to abuses and cheating remains stable from the last survey but nonetheless presents a growing trend over time. The index stabilises at 61 compared to same period in 2000 when it was at 54. The percentage of people who think that the euro will contribute to stability of prices is, however, also increasing. The May findings indicate that 59% feel the euro will have favour price stability, up from 57% in the previous survey and significantly from 47% in the same period last year.

Specific national survey results are roughly in line with eurobarometer findings.

In **Germany**, In Germany, public confidence in the euro has risen in June. 43 percent of the interviewees of EMNID stated that they are confident vis-a-vis the common currency. This means a rise of 5 percent in Western and 2 percent in Eastern Germany compared to the survey carried out in February.

In **Italy** the Euro Committee has requested a monthly monitoring. A similar survey was conducted in November 2000. The May results, compared to November 2000, show a sharp increase of information coupled with a sharp decrease of acceptance.

- The knowledge of the name remains stable at 96%
- From November 2000 to May 2001, the knowledge of the exact conversion rate increases from 29% to 39%, if we consider the exact value, and from 55% to 65% if we consider a 5% approximation.
- The knowledge of the introduction day increase from 40% to 72%
- The knowledge of the length of the dual circulation period remains low (around 10%)
- The knowledge of the countries adopting the euro increases by an average of 10% for every country. The majority know that Germany, France and Spain are in the euro area while less than 20% are aware that Greece, Luxembourg and Finland are present.- The knowledge of the Eurologo increase from 15% to 47%.

The survey added a few proxies to control know-how in handling of cheques and money in the new currency.

- Less than 10% of people know how to fill a eurocheque and are aware of the need to write the cents.
- The majority of people believe that both notes and coins will be the same in all the countries (so less than 20% of people know that coins will have a national side). The euro is now recognised as an advantage for personal life only by 20% of Italians, compared to 40% in 2000 and more than 60% in 1999.

In the **Netherlands** according to a survey conducted by the Ministry of Finance and the NCB ; results for the second quarter 2001 indicate that 87% of the general public is familiar with the introduction date of euro coins and banknotes and 47% is familiar with the length of the dual phase (until 28th of

January 2002). Although 68% of the population expects prices to rise in response to the introduction of the euro, the “price monitor” of the consumers organisation still does not find proof of it.

Nonetheless, retailers are already using strategic prices in euro. According to this survey, about 16% of businesses commit errors when operating prices in dual display. However, these mistakes seem unintentional as they are both to the advantage and the disadvantage of the consumer. The consumers’ organisation opened a complaints service for consumers. After consulting the firm concerned by the complaint it is put on the name-and-shame-list on the internet. Within a month more than 1000 complaints were submitted. Complaints concern mistakes made while converting to euro (2% of all complaints) and mistakes made in rounding off (bank accounts). So far 25 businesses are put on the name-and-shame-list. The majority of these are planning to correct their “mistakes”.

In **Portugal** the June 2001 survey, conducted by the National Euro Commission and elaborated by Universidade Católica Portuguesa, reveals that the public’s level of awareness with respect to the euro has improved about 10 percentage points. Three out of four citizens know the conversion rate value, at least rounded to the units (200 PTE), and 80% are aware that the euro cash will be introduced in January 2002, against 60% in January 2001. The National Campaign of Information and Spreading of the Euro, which started in April, has contributed to these improvements: 80% of the people interviewed claim to have received information from the television, 40% from external sources, 33% from ATM and 32% from the radio. Although half of the citizens consider themselves badly informed, (against 78% in January), two thirds of the people interviewed believe they will have few or no difficulties in adapting to the euro. In addition according to this survey, 2% have done payments in euro in the last six months, of which only one out of four using cheques in euro. About 90% public intend to use the euro only from 1 January.

Information and communication

Communication is becoming increasingly detailed in view of the mass effort that will take place in the last months of the year.

In **Belgium**, an important communication initiative has been taken for primary and secondary schools: the National Bank of Belgium, in co-operation with the relevant ministries, will produce posters illustrating euro banknotes and coins to be hung in all class rooms. Moreover, a set of detachable coins and banknotes, a video cassette and a manual for teachers will be distributed. Those materials will be available in September 2001. The preparation of various information campaigns is underway.

In **Greece** in the framework of the National Communication Programme (NCP) three leaflets, related to euro issues were published: for the general public, enterprises and inhabitants of remote areas. Moreover a leaflet written in Braille and a booklet for elementary school students, are being elaborated by the Blind Union and the Pedagogical Institute with the collaboration of the communication consultant of the Programme. Other activities include, broadcasting of TV and radio spots ,the internet website, the hot line and the distribution of leaflets by the Mobile Information Unit,

In **Spain**, the media campaign is being implemented and will be reinforced from 15 September with, at least, four new TV spots and a strengthened radio and outdoor campaign. The strategy for this new period will be focused, for the general public, on the need to adapt to euro (to look at prices in euros and to try to remember the most common prices in the new currency). A second message to the general public will be to encourage people to use the euro from 1 January 2002. The campaign will emphasise the importance for SMEs and retailers, of having internal systems adapted to euro, frontloading from December 2001 and using euro from 1 January. An important message for retailers will be to give change in euro because their clients will be ready to pay them in euro from the beginning of next year. For this to occur, retailers will have to be sub-frontloaded. A strong informative radio Campaign will be implemented. Euro Observer Centres are being created, at a regional and a local level, in order to distribute information and to make a close follow up of the respect of the Code of Good Practices by retailers. Local and regional administrations, and consumers are represented in those Centres. The ECB, in collaboration with the Bank of Spain, will launch, from September an information campaign.

In **France**, a TV campaign has been implemented from May to July aimed at getting familiar with values in euro for current products or services and presented as a game. The campaign was extended to revenue aspects (wages, pensions) through regional daily press. In June, each family received the " Guide pratique de l'euro " distributed by the Post Office (27 million copies). In order to encourage euro payments by euro checks and banking cards, a new campaign called " euros bienvenus " will be launched in July. A special kit with a leaflet, small posters and stickers will be proposed free to all retailers, public services and local governments

In **Ireland**, a new national television advertisement campaign started on 11 June. The ads, which feature well-known Irish broadcasting figures, focus on what the euro is worth and on the date of introduction of euro notes and coins. A new radio campaign will commence in early July. Press ads will appear in the Sunday newspapers on 1 July, highlighting the 'six months to go' message.

The Central Bank of Ireland began an advertising campaign on hoarded coin in mid-June. The campaign will run over three weeks on radio and in the press. On 20 June the Central Bank held a media conference on the changeover to the euro; speakers included Ireland's Deputy Prime Minister, Minister for Finance and Minister for Consumer Affairs, and ECB President Duisenberg.

A euro roadshow, launched in May 2001, continues to tour the country: advertisements in local press and on local radio coincide with its arrival in each area. An exhibition on the euro in the European Commission/European Parliament offices in Dublin is ongoing. The main definitive postage stamps in Ireland will be dual priced from now on (commemorative stamps have been dual priced for some time).

In **Italy**, an important information project will be carried out at local level immediately after the summer: the “Euro in small towns”. It is aimed at stimulating local authorities, particularly the smaller ones, in their preparation to the introduction to the new currency, while underlining the central role that the Provincial Euro Committees network can and must play in this final stage.

In order to implement this project, which will involve about 3000 municipalities, the Euro Committee will avail itself of the nation – wide network of Cittadinanzattiva (a Consumers association recognised at national level). Special “eurodays” will take place in each municipality for the citizens at large, but with a special attention to the needs of vulnerable groups and older people.

In **Luxembourg**, the Banque Centrale du Luxembourg was successfully represented with a stand at the Luxembourg spring trade fair from 19 to 27 May 2001 where it provided information on the euro notes and coins and the cash changeover. On that occasion the BCL organised, in collaboration with its official partners of the Euro 2000 Information Campaign, theme days dedicated to trade, banks, senior citizens handicap, care help and home services and foreigners. A Euro 2000 information campaign conference will be hosted by the BCL on 3 July 2001. This conference is part of a series of conferences taking place around Europe and organised by the national central banks and the ECB. It will consist of an academic session and three workshops which will focus on actions by the public authorities actions in the social area and actions by banks and businesses.

The **Austrian** information campaign on the euro is based on a large network with the European institutions, the federal ministries, the Austrian National Bank, employee representatives, the chamber of commerce, non profit organisations and many others. The aim is to provide detailed information for each target group. Special emphasis lies with the elderly, the handicapped, young people, the entrepreneurs, the communities and on the general public. The main aim is to bring information on the euro directly to the people. In order to achieve this, there are three different road-shows, which are accompanied by (regional) media (radio, TV, and press):

- Euro information days: In spring a big information-tent with counters for experts for each target group tours around Austria.
- Euro train: This campaign starts in autumn. The train will stop at 60 stations all over Austria to provide Euro information for everyone.
- Mobile information unit: During the whole year a small, mobile “Info-unit” visits highly frequented events to provide information.

Moreover, there are special activities for each target group:

- Elderly: co-operations with elderly associations to produce special brochures, organise lectures and discussions, information series in target group media etc.
- Handicapped people: co-operations with relief organisations (Caritas etc.), production of a special brochure (“Euro-Abc”) which will be translated in Braille, minority languages etc..
- Young people: special website (www.euroschulen.at) to encourage people to write articles on different aspects of the European Union, production of special brochures, a painting competition accompanied by a special mascot (“Kasimir”)and information series in target group media
- Entrepreneurs: co-operation with the chamber of commerce, production of special materials, which are required by the “Euro-Währungsangabengesetz” (law which legislates the double display of prices), organisation of discussions, personal advice, information series in target group media etc.
- Communities: information series in target group media, organisation of lectures and discussions.

Preparations of enterprises and the banking sector

In **Belgium**, the banks are ready to start conversion of accounts as of July. The deadline for banks to order euro cash for frontloading has run out on 31 May. Banks and other partners have started on 15 June to collect foreign coins for welfare organisations. A series of information sessions and workshops on the euro has been organised throughout the country by professional associations of enterprises and retailers in collaboration with the National Central Bank and the General Commissariat for the euro.

In **Germany**, from 4 May to 27 May the Deutsche Bundesbank, together with the banking sector, realised a public campaign which aims at an early backflow of DM coins and banknotes in 2001. Roughly 8 billion coins are hoarded in German households and are not used for payments. An early backflow would reduce demand of staff, transport and depot capacities essential during the cash changeover period. As a moderator a well known German entertainer Günther Jauch promoted the campaign.

In **France** in May 2001, euro banking payments reached 11 % of total payments, in value, and the number of companies keeping their books in euro increased by 48 % compared to April. At mid-June, banks had already dispatched over ten million euro check books to their customers.

In **Spain**, savings banks, in co-operation with local administration, will make a special effort in order to supply banking services (cash frontloading or peseta to euro exchange) to the 222 small villages located far from credit entities.

A specific brochure for SMEs and a CD-rom will be distributed and one for retailers will be distributed in June. These brochures will include practical information such as sub-frontloading conditions, the best way to provide change by retailers, Code of good practices and eurologo.

The Ministry of Economy, in collaboration with the Bank of Spain and the private banks, is studying measures to adopt in order to make sub-frontloading in euro for retailers cheaper. The Ministry of Economy, in collaboration with other Ministries, is also studying measures to adopt to reduce retailers' cash needs during the first days of year 2002. One of the actions envisaged is the loading of ATM with small denomination notes in order to facilitate retailers in giving back change in euro only.

In **Ireland**, 200 000 copies of a new guide for small businesses, covering such areas as accounting in euro, software issues, payroll, dealing with the tax authorities, banking issues and staff training are being distributed to businesses throughout the country via direct mailshot, through trade organisations and as an insert in trade publications, by the Forfas EMU Business Awareness Campaign.

A further survey on business awareness and preparedness for the euro is currently being conducted by the Forfas Campaign. The results should be available by early July.

A new government leaflet "Social Welfare, the Euro and You" was launched on 18 June: 200 000 copies will be made available for Social Welfare offices, post offices and citizens information centres throughout the country.

In **Luxembourg** the financial institution in charge of electronic payments, CETREL, the main electronic payment institutions (in charge of Visa and Eurocard/Mastercard), the retailers' and artisans' association and the hotels and restaurants and cafes association (HORESCA) signed a framework agreement aimed at promoting the use of bank cards during the introductory phase. The objective is to reduce the quantity of cash in circulation as much as possible. In particular CETREL undertakes to halve its commission rates on electronic payment transactions during the dual circulation period and all the electronic payment institutions promise to review these commission rates annually to take account of the steady growth in transactions.

In the **Netherlands** recent figures on the preparations of SME's are very encouraging. The extra efforts (guidelines, etc.) to activate the SME's have been successful: the percentage of small companies that did

not start with preparation, has decreased from 27% in November to 11% in May (for medium sized companies from 16% in November to 1% in May). The percentage of small companies that have done at least 50% of the preparations has increased from 39% in November to 54% in May (for medium sized companies from 40% in November to 70% in May).

In **Austria**, the deadline for banks to order Euro banknotes and coins ran out on 30 April; the ordered volume is about 10 billion Euro. The Austrian National Bank estimates that the frontloaded Euro cash will be used up in around 8 workdays. A special office ("ZAVV= Zentrale Abwicklungsstelle Vorverteilung") responsible for the completion of the Euro cash distribution was established within the National Bank.

As the planning and logistics of the frontloading has almost reached the final phase the withdrawal of national banknotes and coins is getting an issue of increasing importance. The National Bank in cooperation with the commercial and savings banks has launched a first campaign to collect hoarded Schilling coins ("Gib dem Schilling eine Chance") from May to June. Two further campaigns will follow, one in September and another one in October.

In **Portugal**, the National Euro Commission survey, concerning the preparation of enterprises and the banking sector and elaborated by Data E from February to April, reveals that 79,1% of the enterprises with less than 5 persons have already begun the process of adoption of the euro. 85,3% of enterprises with 5 persons or more, have started the process. Enterprises with less than 5 persons that do not have information about the euro are: mostly from the Great Lisbon (26,8%) and from the North of the country (28,6%). They belong to the commercial sector (75,1%) while 56,4%; do not do external trade. Those that have more than 5 workers and do not have any information about the euro are geographically distributed as follows: 33,9% are in the North of the country and 20,7% are in the coast and inland. In terms of sectors 57,9% belong to the industry and 40,9% to the commercial sector. 79,4%.do not trade with other countries The enterprises surveyed consider that the most adequate means for obtaining information are television and written press. The use of the item "Mailing/ Leaflets" has increased by 16,7 percentage points. from the 2000 survey.

Of the enterprises that have already begun the euro preparations, 51% of those with less than 5 workers and 54,4% of those with more than 5 workers have started or intend to start training actions, particularly in the Sales/Commercial and the Account/Administrative areas. The majority of the enterprises believe that there will not be significant changes neither in competition with other euro area enterprises, in the process of negotiation nor in the evolution of the prices.

Preparations of consumers and particular groups

In **Belgium**, the “eurolabel” operation was re-launched in June to retailers, by professional associations. A mailing to all Belgian families will be sent at the end of August and delivered on 1 September 2001. The winter sales will be exceptionally postponed to the period 19 January-16 February 2002.

In **Spain**, the media campaign strategy from 15 September will emphasise the importance for consumers to be prepared to pay in euro from January 2002.

A Collaboration Agreement will be signed between the Ministry of Economy and representatives of the main Spanish consumer associations. It aims at encouraging consumers to adapt to the euro as of now through training of trainers on euro adaptation, 1 000 sessions of direct training for consumers, telephonic assistance and collaboration on publications and exhibitions.

An Agreement between the Ministry of Economy and one of the main Spanish trade unions (Comisiones Obreras) will also be signed before the end of June. Its aim is to collaborate on information and training on euro matters. 400 training seances for old people are foreseen.

In **France** two retailing organisations, the branded goods manufacturers, the food industry and a consumers’ association have signed an agreement, on 31 May, that will freeze most prices from this November to March 2002. The agreeing parties also engage not to divert costs linked to changeover on third parties. The federation of insurance companies has committed to automatically tripling amounts, up to a maximum of euro 3500, insured by contracts against cash theft and robbery, free of further costs. This measure will be implemented between 1 December 2001 and 28 February 2002.

The ministry of economy, finance and industry has called a tender for the production of euro converters. Two types of machines are envisaged: vocally activated machines for the blind and machines for people in economic and social need. These calculators will be distributed by the associations during the last quarter 2001. According to a survey, 52 % of the population already own a euro converter and among the remaining, a high percentage expect to receive or buy one.

In **Ireland** ten trade associations and nine individual companies have signed up to the National Code on Euro Changeover to-date. In addition, four sectoral codes have been approved under the Code, and two other sectoral codes are in the process of being approved. Some 160 NGO projects have been approved for funding under the new phase of the Euro Changeover Board of Ireland’s programme of part-funding for NGOs promoting awareness of the euro. Two training games, produced by NGOs under the current funding programme, are being distributed to organisations representing people with learning disabilities; other materials (a workbook on money and a CD training tool) will be issued shortly. The National Council for the Blind of Ireland has produced an audio version of their complete list of euro materials. A Braille conversion chart has been produced by prisoners in a Dublin prison, for distribution to blind telephonists in the civil service. Information on the euro has been distributed to all civil service pensioners by the Department of Finance.

In the **Netherlands** according to a recent survey, businesses are expected to apply dual prices on every item from 1 July 2001 and about 50% of retailers will have full dual pricing by that date; 71% of the retailers already use various methods to accustom customers to the euro. However the National Forum feels that a higher level of full dual display pricing should be achieved. Therefore, a letter of the members of the National Forum for the introduction of the euro will be sent to all companies to encouraged dual pricing. Moreover, interest groups of businesses will draw extra attention to the dual pricing agreement that was adopted in September 1999. At the end of June, news media will make special dual pricing items. Those who give the good example will be rewarded by a famous TV-host.

On 4 June, the Eurogroup Ministers issued a statement which re-iterated their policy that, overall, conversion into euro of all prices, charges and fees administered by their Governments will be price neutral or smoothed in favour of the consumer. Ministers urged retailers to do their utmost to ensure the overall stability of their prices when converting them into euro.

Local authorities

The Committee of Regions has conducted a survey based on a questionnaire on the state of preparation of local authorities. Results, as of March 2001, indicate that preparations by local/regional authorities present an uneven picture.

Significant progress is being made as regards internal preparations. Staff training measures and local euro information campaigns aimed at users are increasing in number all the time. They are geared towards local professions and populations as a matter of priority. There is a growing acceptance of euro payments.

By contrast, IT preparations for the euro have been deferred until the end of 2001 even though they necessitate organisational measures (tests, specific training) on a scale exceeding that of the purely technical adaptations needed for the changeover to the year 2000. The adaptations to be made to coin operated machines in public sector do not seem to guarantee that users in all countries will be able to pay in euro as of 1 January 2002 as they are legally entitled to.

Outside the euro area, local authorities are responding to requests from small businesses or individuals for practical information on the euro; some of them have begun their own preparations.

Local euro information campaigns, which have not been planned to the same extent everywhere, are gathering pace, often in conjunction with the national public administrations. A wide variety of local media are being used to inform the general public about the euro. As regards communication targets, the majority of local/regional authorities prefer to aim their information campaigns at particular target groups, with schools and universities high on the list. The target groups most frequently mentioned are invariably elderly persons and, in particular, associations.

ELEMENTS OF THE NATIONAL CASH CHANGEOVER PLANS (1/3)

	Frontloading fin. institutions	Sub-frontl. cash-in-transit/retailers	Frontloading coins to public	Euro coin kits for the retailers	Euro coin kits for the public	End-date of legal tender	Exch. at banks after legal tender	Redemption ** after legal tender
Belgium	Coins: 1/9/2001 Notes: from Nov. 2001	CIT: 1/9/2001 Retailers : 1/12/2001	15/12/2001	700 000 kits with 525 coins for a value of 240 €	5 mio kits with 29 coins for a value of €12.40 equivalent to 500 BEF	28/2/2002, midnight	31/12/2002	Notes: indefinitely Coins: end-2004
Germany	1/9/ 2001	1 /9/2001	17/12/2001	Upon agreement between banks and retailers	53.5 million kits containing 20 coins, 20 DEM (10.23 €)	31/12/2001**	At least until 28/2/2002. Effort for flexibility thereafter.	Indefinitely
Greece	1/10/ 2001	Notes: 1/12/2001 (€5, €10) Coins: 1/11/2001	17/12/2001	Under consideration	3 million <i>containing 45 coins</i> kits for a value of € 14.67 (5000 GRD).	28/2/2002	Positive; period to be defined	Notes: 10 years Coins: 2 years
Spain	Coins: 1/9/2001. Notes: 1/11/ 2001	CIT and large retailers 1/9/2001 Small retailers: 1 Dec 2001	15/12/2001	4 mio kits containing 123 coins to a value of ESP 5,060 (€ 30.41)	At least 23 million kits containing 43 coins, 2000 ptas (12.02 €)	28/2/2002	30/6/2002	Notes and coins: indefinitely
France	Coins: 1/9/ 2001. Notes: 1/12/2001	CIT 1/9/2001 coins CIT (banknotes) and retailers : Dec 2001	14/12/2001	1.5 mio kits with 640 coins (222 €). Two rolls of coins for each denomination.	53 million kits containing 40 coins, 100 FF (15.25 €)	17/2/2002 midnight	30/6/2002	Notes : 10 years Coins : 3 years
Ireland	From 1/9/ 2001	Notes : 15/11/2001. Coins earlier	17/12/2001	165 000 coin kits each with € 253	750 000 kits containing 19 coins to a value of IEP 5 (€6.35).	9/2/2002 midnight	For a period not yet specified	Indefinitely
Italy	Banks and post offices: Notes : 15/11/2001. Coins : 1/9/2001	Retailers: Notes: 1/12/2001 Coins: 1/10/2001	15/12/2001	1.2 mio kits composed of 22 rolls containing 960 coins €315	30 mio kits with 53 coins for a face value of €12.91	28/2/2002	Banks to continue the exchange on a voluntary basis.	10 years for notes and coins
Luxembourg	Notes and coins (banks and post offices):1/9/ 2001	1 /9/2001	15/12/2001	20 000-40 000 kits composed of 8 rolls for a face value of €111	300 000 to 400 000 with 29 coins for a value of €12.40 (500 LUF)	28/2/2002	30/6/2002	Notes: indefinitely Coins: end-2004
Netherlands	Notes and coins: 1/12/2001	Retailers : 17/12/2001. For training purposes small quantities in October	14/12/2001	1.6 mio high denomination kits composed of 2 rolls of each denomination except 1 and cents for face value €219; 400 000 low denomination kits with 10 rolls of 1 and 2 cents for face value of € 15.	16 mio free kits with 8 coins for face value 3.88 € destined to all citizens above 6 years; selling of 9 mio kits with 32 coins for face value € 11.34 (25 NLG).	28/1/2002 at 0.00 hours	31/12/ 2002 (banks may charge for the exchange as from 1/4/ 2002)	End-date coins 1/1/2007; notes 1/1/2032
Austria	Notes and coins : 1/9/2001	1/9/2001	17/12/2001	670 000 kits 145.34 € (2000 ATS)	5.5 mio kits containing 33 coins for €14.53 (200ATS)	28/2/2002	To be decided individually by banks after 28/2/2002	Indefinitely
Portugal	Coins : 1/9/2001. Notes : 1/10/2001	Retailers:1/12/2001	17/12/2001	150 000 kits for face value of € 250 *	1 million kits for € 10 *	28/2/2002	30/6/2002	Notes: 20 years Coins : end-2002
Finland	Notes and coins : 1/9/2001	CIT, coins and notes: 1/9/2001. Retailers : beg. December 2001	15/12/2001	No	500 000 kits with 8 coins for € 3.88	28/2/2002	To be decided individually by banks	Notes and coins : 10 years

. *preliminary information. ***In line with the "Joint declaration" the use of DM banknotes and coins is allowed at least until 28/2/2002_*** At central banks

ELEMENTS OF THE NATIONAL CASH CHANGEOVER PLANS (2/3)

	Start of early changeover of bank accounts*	Early changeover of main utilities bills	Early changeover of public procurements	Early changeover of civil servant's wages
Belgium	July 2001	July 2001		
Germany	July 2001			
Greece	November 2001		Public procurement in € for 2001. Public agencies urged to prepare contracts in €.	
Spain	15 September 2001	15/9/2001		July: dual display on wage slips. From 15 September in euro only.
France	July 2001	January-July 2001	July 2000	July 2001
Ireland	No (except on request)	No		Payroll conversion by Department from mid-year, though payment will normally remain in IEP to end-year. Tender in euro already encouraged.
Italy	July 2001 with explicit consent of customers.	July 2001	To be decided by each Administration	Second half of 2001
Luxembourg	July 2001	Autumn 2001; details only in euro; dual display for total amount	Recommendation to all Ministries and public admin. to use the euro for public procurement	Pay slips show total amount in national currency unit and in euro
Netherlands	<i>October 2001 for some banks</i>	No	For contracts continuing beyond 1.1.2001 advice to establish contract in euro	No
Austria	July 2001	No		No
Portugal	July 2001	October 2001	December 2001	As soon as possible. In February 2001, 60% of total are already in euro.
Finland	October 2001			

*Information derived from the Commission's survey of banks

ELEMENTS OF THE NATIONAL CASH CHANGEOVER PLANS (3/3)

	Piggy coins operations	Arrangements for opening hours of banks 31/12/01 and 1/1/02	ATM conversion on first day (%)*	ATM converted first week (%)*	Denominations of notes at ATMs	Free-of-charge *** exchange by banks	Withdrawal of national coins
Belgium	15 October – 15 November 2001	Closed on 1 January but open on 31 December.	100%	100%	€ (5), 20, 50	No limit for notes until 28/2/02; note-coin by deposit until 31/12/02	By banks under control of BNB and Belgium Mint
Germany	May 2001	Administrative acts will be issued to modify legal working hours and other rules between 17 Dec and 25 Jan; between 25 and 28 Feb. Allow work on 30 Dec, 1 Jan, 6 and 13 Jan.	Almost 100%	100%	€ 5, 10, 20, 50 mostly	Subject to each bank's decision.	By banks. Storage in spec. BBK facilities
Greece	31/10/2001	No decisions taken	Almost 90%	About 100%	€ 20, 50 mostly	No limit	Through BoG and Treasury branches.
Spain	Under study for September	Not open on 1 Jan; open on Dec 31. Committed to lengthen opening time in the first weeks of January	Almost 90%	Almost 100%**	€ 10, 20, 50 or € 20, 50	No limit	Following the same procedure used for the distribution of € coins.
France	Under examination	None envisaged for the moment.	85%	100%	€10 and 20 mostly	No limit	Standardised packing for retailers; storage BdF
Ireland	December 2000; also in Spring or Autumn 2001	Opening of banks not currently envisaged	About 80%	100%	€ 10 and 20 predominantly	Up to an overall total of at least 500 IEP per individual.	
Italy	Envisaged; details to be decided	<i>A law is under consideration to establish the closure of banks and postal system on 31 December 2001. Banking services also closed on 29 December 2001.</i>	More than 90% ATM software	More than 90%	€ 50 and 10 or € 20 and 10	Recommended € 500. No limit on one day notice	By banks through the postal system
Luxembourg	September 2001	1 January 2002 banks will open between 2.00 and 5.00 p.m.	100 %	100%	€ 20, 50 or 100; € 5 and €10 in selected ATM.	Free for clients; free for non-clients in the € change centres	By banks under BCL control
Netherlands	October- November 2001	Banks open on 1 January in the afternoon (for retailers only), to enable them to collect the euro notes ordered in advance	Almost 100%	100%	€ 5, 10, 20, 50	No limit until 1/4/ 2002; exchange via bank account	By banks and NCB. Retailers can use a free collection service. With a phone call the guilder coins will be collected within 3 days at the shop premises
Austria		Commercial banks closed for customers on 1 January. Open for retailers, tourism enterprises etc., depending on prior agreements	100%	100%	€ 10 and 100	Recommended 50 000 ATS	By banks and CIT under control of the OeNB and the Mint
Portugal	In study	<i>Banks will remain open on 31 December. Opening on 1 January 2002 is under discussion.</i>	50%	100%	€ 5, 10, 20, 50	Free for clients	Storage in special facilities
Finland		Banks will decide individually	About 38%	About 80%	€ 20 and 50	No limit	Storage in special facilities

*Information derived from the Commission's survey of banks ** An agreement between Spanish authorities and the banking sector estimates that 85% of the banks will have converted ATM by January 5; ***For clients