

DG Enlargement Information Unit



EXPLAINING ENLARGEMENT
A PROGRESS REPORT ON THE COMMUNICATION STRATEGY
FOR ENLARGEMENT

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Explaining Enlargement

A progress report on the communication strategy for enlargement

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Explaining Enlargement

A progress report on the communication strategy for enlargement

1. FOREWORD

Since the Commission adopted its Communication Strategy for Enlargement in May 2000, the dynamic of the accession process has accelerated. In October 2000¹, the Parliament called on member states and the candidate countries to “*do everything in their power to ensure that the European Parliament can give its assent to the first accessions before the European Parliament elections in 2004*”. In December 2000 the European Council in Nice approved the strategy proposed by the Commission, including the “road-map” for the negotiations. The European Council in Göteborg reiterated this support, confirming that “*the road map should make it possible to complete negotiations by the end of 2002 for those candidates that are ready*”, with the objective being their participation in the European Parliament elections of 2004 as members. The overall process of enlargement was qualified by the Council at Laeken as “*irreversible*”.

Given this timeframe, it is all the more important that the opportunities presented by enlargement be understood in the present and future member states. Eurobarometer surveys indicate that the importance of enlargement is gradually being understood in the existing Union, but there remains a widespread ignorance about the candidate countries, which hampers public support for the process. In addition, while public support for enlargement remains relatively high in the candidate countries, misperceptions persist, which give rise to fear and concerns that need to be addressed.

Up to now, the preparations for enlargement were based on two tracks: the pre-accession strategy and the accession negotiations. The development of the communication strategy is now the third track in the preparations for enlargement.

The objective of this note is to explain the way in which the objectives of the strategy are being met, by giving concrete examples of the many types of information and communication activities carried out in both the member states and candidate countries. It aims to ensure full transparency regarding the implementation of the strategy, and highlight areas in which concrete co-operation among the institutions is taking place or could be enhanced in order to achieve the Union’s objectives in this area².

2. BACKGROUND

The Commission’s Communication of May 2000 set clear objectives for the communication strategy. The overall aim is to inform people in the 15 member states and 13 candidate countries of the process and consequences of enlargement. The activities in the candidate

¹ [A5-0250 - 04.10.2000](#) - European Parliament resolution on the enlargement of the European Union (COM(1999) 500 - C5-0341/2000 - 2000/2171 (COS))

² See for further details the recent report by the Directorate General for Press and Communications, “Rapport d’étape sur la mise en œuvre de la communication de la Commission sur un nouveau cadre de coopération pour les activités concernant la politique d’information et de communication de l’Union européenne” (COM(2001)354 final) - 27.06.2001)

countries necessarily set enlargement in the context of a larger effort to increase knowledge of the EU. Activities in the member states can build on a longer history of EU-related information, but require a new focus on issues raised by the enlargement process, in the same way as other campaigns have focussed on the Single Market, the €, etc. In addition, useful and natural synergies must be exploited with the on-going debate on the Future of Europe.

The specific objectives are as follows:

In the **member states** there are three key objectives. In order of priority, these are to:

1. Communicate the reasons for enlargement to the public, including its likely impact and the challenges it poses. The outcome should be improved understanding of the enlargement process, which in turn should assuage apprehensions about its impact.
2. Promote dialogue at all levels of society between policy-makers and the public on issues related to enlargement. This should ensure that progress through the negotiations towards enlargement is accompanied by public understanding and support; and
3. Provide information about the candidate countries to help promote general understanding.

In the **candidate countries** there are three key objectives. These are:

1. To improve public knowledge and understanding of the European Union
2. To explain the implications of accession for each country
3. To explain the link between the pace of preparations for membership and the progress of the negotiations. This should encourage the acceleration of the transposition of EU laws and the creation of the necessary administrative structures. It will also increase public understanding of the reasons why negotiations may proceed at different speeds in different candidate countries.

Within the Commission, attaining these objectives is the responsibility of the Directorate General for Enlargement, in close co-operation with the Directorate General for Press and Communication. In line with the policy followed with other information programmes, the principle of decentralisation assigns the main role in implementation of the strategy to the Commission's Representations and to its Delegations in the candidate countries.

The implementation of the strategy is based on three principles, which are the key to its success:

- 1) Decentralisation: the strategy is implemented in a decentralised manner in both the Member States and the Candidate countries, to ensure it is geared to the specific needs and conditions of each individual country.
- 2) Flexibility: in order to adapt to varying communication challenges arising from an essentially dynamic process.
- 3) Synergy: essential to ensure that the efforts deployed by the Commission, the European Parliament, the Member States, and other groups in society complement and reinforce each other.

Funding for the implementation of the strategy in the member states is secured through the “Prince” programme (budget line B3-306), which also funds the communication strategies on the introduction of the Euro, the debate on the future of Europe, and on justice and home affairs. In the central and eastern European candidate countries, it is funded under the Phare Regulation (EC 3906/89); in Turkey, by the MEDA Regulation (EC 1488/96), and subsequently under the Turkey Pre-Accession Financing Regulation; and in Cyprus and Malta, according to Regulation EC 555/2000.

The overall financing for the communication strategy foreseen is € 150 million for the years 2000 to 2006 (see Annex 1). While there is a balance in funding between the campaigns in candidate countries and those in member states, the allocations in the member states increase over time from a comparatively lower base, peaking during the period when ratification of the accessions may take place.

Also included in the budget allocation is a budget for centrally managed or implemented activities that support the decentralised communication strategy.

3. THE STATE OF PUBLIC OPINION

The state of public opinion is clearly a key factor in the communication strategy. The Commission monitors the state of public opinion in the member states on a number of issues via its regular “Eurobarometer” surveys. The issue of enlargement is also now included as a key issue in the surveys in the member states. In addition, the first annual Eurobarometer survey was carried out in the central and eastern European candidate countries in autumn 2001³.

Annexes 2 and 3 show the main results of the latest Eurobarometer surveys in the member states and in the candidate countries respectively.

The development of public opinion over the past few years has had a direct impact on the way in which the Commission manages its communication strategy. The main observations one could make on the general state of public opinion are as follows:

- In the central European candidate countries, the general post-1989 enthusiasm about membership of the EU has given way to a clearer calculation of interest, which has led to a narrowing of the margin between those in favour and those against membership. There is often also a significant minority expressing themselves as “undecided”. The issue of accession occupies a position that is never far from the centre of the political debate, and is, therefore subject to the normal swings in opinion experienced by political issues of consequence
- In the member states, there is a relatively low level of knowledge both about enlargement as a process and the individual candidates. Those member states that border on the candidate countries are more likely to harbour concerns about the implications of enlargement. Citizens in member states are less concerned about enlargement than about concrete issues, such as unemployment, crime, and the environment. Many link fears and concerns in these areas to enlargement

³ See http://europa.eu.int/comm/public_opinion

- Despite the amount of information available, particularly in candidate countries, many people in both present and future member states still feel not well informed. This suggests that the targeting of information can be improved.

4. 2000 AND 2001 – COMMUNICATING THE CHALLENGE

4.1. In the Member States

The first year of implementation of the communication strategy for enlargement in the member states was 2001. The funding for the year 2001 was € 5.69 million, of which € 0.69 million was retained for central activities, and € 5 million dedicated to funding the national work programmes elaborated by the Representations in the member states. The budget provides for the operational costs of the decentralised programmes, and for some technical support: each Representation is to recruit a communication expert, known as the “PRINCE correspondent”, to deal with the relevant information campaigns. The budgetary allocation for Representations was decided on the basis of a number of criteria:

- size of population of the member state concerned
- proportion of the population which opinion polls indicate are either unaware of, or opposed to enlargement
- quality of the work programme submitted by the Representation; and
- absorptive capacity as indicated by previous expenditure.

Since the communication strategy was launched in the member states, a wide range of activities has been carried out. The following examples illustrate the way in which the communication strategy is actually being implemented on the ground.

- **Research projects**

Media analysis, research projects and polls have been carried out by the Representations in Denmark, Finland and Sweden to gauge views on enlargement issues among the general public, the media and “multipliers” (well informed and influential figures directly involved in the public debate). This aims to ensure that strategies are based on a thorough analysis of the specific needs of the country concerned.

- **Debates and conferences**

The Representation in Lisbon organised a major conference in co-operation with a national newspaper and a political research institute. The conference was addressed by the minister of foreign affairs, the state secretary for European affairs, the leader of the opposition, and Members of the Portuguese Parliament, as well as by Commissioner Vitorino.

A particular role in Portugal has been played by the «Centre d’information Européene Jacques Delors », which has organised more than 500 conferences in town halls and schools.

In Spain a series of eight debates and conferences aimed at key figures from the political, business and social sector began in July 2001 in co-operation with the foreign ministry and respective regional governments.

In Wales, the debate on enlargement was launched by the Representation in Cardiff with a one-day event including a meeting with representatives of the European Parliament, the Commission, an Ambassador of a candidate country, a lecture at the University, and a meeting with representatives of political and business circles.

The Paris representation organised a seminar at the Académie Internationale des Ambassades, focussing on Enlargement and Institutional Questions, with the Ambassadors of the applicant countries. This event launched a series of regular consultations with the applicant countries' Embassies in Paris on communication aspects.

The Vienna Representation organised conferences, held so far with the Czech Republic and Slovakia, and known as "Dialog mit den Beitrittskandidaten", in which politicians of the candidate countries, journalists and MEPs from the respective parliamentary committees discuss current issues. Similar events with Slovenia and Poland are being organised.

A debate series was arranged by the Helsinki Representation with prominent speakers from the candidate countries and Finnish MPs, MEPs or government officials. Audiences included journalists, government officials, NGOs, ambassadors of both member states and candidate countries and other interest groups.

A series of debates aimed especially at young people in Germany took place with key people from the political, economical and cultural field, organised with the Heinz Schwarzkopf Stiftung by the Berlin Representation. The Bonn Representation organised a panel discussion analysing the status of enlargement one year after Nice. The Munich Representation organised a conference with Prof. Dariusz Rosati, ex-foreign minister of Poland, on "Poland's road into the European Union: Politics and Economics" and several seminars aimed at multipliers and relay partners in Bavaria.

By means of funding from the Commission the Danish Institute of International Affairs (DUPI) has organised a high level seminar with participation of Commissioner Verheugen. To support and qualify the debate the meeting activities have been supplemented with analysis and reports for wider distribution. The seminar reached high media attention.

- **Media projects, information and training of journalists**

The Representation in the Netherlands has co-financed a series of 10 programmes by a regional television station that highlights the ties between the City of Rotterdam and cities in the candidate countries, i.e. Gdansk, Budapest, Prague, Tallinn, Constanca, Riga, Vilnius, Bratislava and Istanbul.

A series of visits to the Czech Republic and Hungary was arranged by the Representation in Vienna for Austrian journalists to familiarise them with the candidate countries and give detailed information about such specific aspects of enlargement as energy, transport and agriculture. They will be followed up by visits to Slovenia and Slovakia.

Similarly, the Paris Representation organised a series of exchanges between journalists from Member States and Candidate countries, including a trip to Poland with a dozen prominent French journalists, focussing on the country's preparedness in environmental matters.

The Representation in Berlin organised together with the Westdeutscher Rundfunk a 2-day event in Warsaw and with the ZDF a further event in Berlin. The discussions in which key persons from politics and media participated were broadcast by the radio and TV channels of WDR, Phoenix and ZDF. Furthermore, a common concept was elaborated by the ARD-, the

ZDF- Morgenmagazin and the Berlin Representation concerning a 2-week live report on the candidate countries. Two reporters reported daily from different countries, explaining the problems these countries are confronted with and the conditions they have to fulfil for joining the EU. The Munich Representation organised a training seminar for junior journalists in Passau.

Supplying material to journalists is a useful way of gaining interest. For example, the representation in Dublin prepared a media pack for distribution to national and regional written and audio-visual journalists. A 15-minute videotape informing the general public about the enlargement process and the candidate countries was prepared by the Representation in Rome, and distributed free of charge to public and private TV stations. Both the programmes of the Lisbon and Berlin Representations included TV co-productions with national broadcasters.

- **Border regions projects**

Together with the regional (Länder-) governments, the Representation in Berlin organised a series of decentralised events in the border regions of the Neue Bundesländer. They aim at stimulating public discussion with residents of the regions where they are free to formulate their fears and expectations. Elected representatives as well as business circles take part in the discussions.

A series of round-table seminars was arranged by the Representation in Berlin with German regional or local newspapers from eastern border regions to inform them about the situation on the other side of the border. Joint workshops were held on enlargement issues seen from either side, with guest columns appearing in the newspapers on both sides of the border. A cross border workshop between German and Polish chambers of commerce was held in Berlin to address subjects like SMEs, free movement and trade aspects.

- **Special interest groups**

The London Representation arranged a presentation of Poland in co-operation with the Federation of Poles in Great Britain, and a book launch with the Polish Institute for International Affairs.

The Berlin office has carried out information activities with the strong and economically important Turkish community to improve understanding of enlargement in general, and of the role of Turkey in the process.

The Vienna Representation places information in special interest papers such as the “Kommunal and Österreichische Gemeindezeitung”, which is circulated to officials and politicians on a local and regional level, and the “Österreichische Bauernzeitung”, read by farmers.

- **Youth projects**

A brochure on Enlargement aimed at young Danes aims to provide information about the candidate countries and the enlargement process. The underlying idea behind enlargement is explained and insights given into youth lifestyles as well as into political and cultural traditions. At the same time a corresponding web-site with interactive elements is being launched.

“Junior Team Europe” prepared in Berlin “A fresh shape for Europe”, a role-playing exercise for school children and students to illustrate the complex institutions, decision-making

process, and interests related to enlargement. In the UK, a brochure, “Europlus”, for children aged 6 to 12 was prepared by the Representation, giving information and illustrating in a playful way all the countries wishing to join the Union.

The Representation in Sweden prepared interactive web-games to teach about the EU in general and the enlargement process in particular. The product takes the form of a journey with elements of games and competitions. The use of modern technology is designed to attract young people and teachers.

- **Co-operation with non-governmental organisations**

The Representation in the Netherlands launched a debate on the role and the position of the European Citizen in the process of integration together with a prominent Dutch civil-rights organisation. Events in the discussion in Portugal about governance and democracy in an enlarged Union were carried out together with human rights organisations. In Germany the Catholic Church was a co-operation partner for a congress on social issues in an enlarged Europe.

- **Co-operation with Member States**

The implementation of the strategy by Representations is carried out increasingly in co-operation with the member states. This is secured, in many cases, through the conclusion of Conventions with the member state’s authorities, along the lines of the co-operation agreements that were implemented in the framework of the € campaign. The scope of such agreements varies both from the point of view of their scope (broad and extensive joint programme or short-term, specific joint projects) and of the identity of the national partner (national ministries or regional authorities).

At this stage, such agreements are being negotiated or concluded in 6 countries: Austria, Germany (with the Länder of Lower Saxony and possibly Thüringen, and with the federal agency, Bundeszentrale für Politische Bildung), France, the Netherlands, Luxembourg and Spain.

Under an agreement with the Land of Lower Saxony, for example, the Commission and the regional government agree on a fixed number of events and measures outlined in the regional communication strategy of the Lower Saxony. Projects will be carried out, for example, with business and labour organisations and churches. In France, negotiations with the national authorities aim at building on the fruitful co-operation mechanisms and information structures established within the Debate on the Future of Europe.

- **Co-operation with the European Parliament**

The co-operation with the Parliament has increased as the negotiations have progressed. For example, a series of debates was organised in Portugal by the local radio stations, with occasional presence of MEPs. As a result of increased co-operation, many Representations have developed their action plans in close association with the external Offices of the Parliament. This is valuable, not only for the insight that these offices can bring to the strategy, but also to ensure that members of Parliament assume an appropriate role in the implementation of the communication strategy, given both their influence, and their proximity to their local audience.

- **Co-operation with Governments of the Candidate Countries**

Some activities have been carried out in the member states under the umbrella of the “external communication strategy” of governments of candidate countries. Some of these activities are mentioned above, involving the presence of diplomats or other figures from the candidate country in seminars and debates. The number of candidate country governments with such an external strategy is limited, but increasing.

A window on the Internet page of the Representation in Copenhagen has been dedicated to the candidate countries' own description of their respective countries. Together with the Danish teachers' organisation an Internet Chat on Enlargement was organised. 300 schools assisted in the one-hour chat with two MEP's, a professor and Commission and EP representatives. An Internet Quiz with enlargement questions is in the pipeline, allowing participants to test their knowledge of enlargement.

4.2. In the Central and eastern European Candidate Countries

From 1997 to 2001, the communication strategy in the central and eastern European candidate countries was implemented via one central contract. The contractor, in turn, made sub-contracts with local information contractors in each of the candidate countries, who were supervised on a day to day basis by the respective Delegations. The funding for the final year of this system, the 2000 financing exercise, from 2nd November 2000 to 3rd December 2001 totalled € 4,5 million.

The communication strategies have progressively been developed to embrace wider sections of the population, with information on regional or local levels increasingly a priority, often in co-operation with local politicians, such as regional leaders and mayors.

Given the greater need for information on the EU in general in these candidate countries, the communication strategies have up to now focussed on more general issues aimed at awareness raising and providing general information about the history, institutions and main policies. However, as the accession negotiations have progressed and membership approaches, the demand for information has changed in a number of ways. It has become more:

- closely linked to the pre-accession process, as the Ispa and Sapard programmes, as well as the Phare-funded Twinning programmes identify institutional and administrative issues that need to be addressed prior to membership.
- more specialised, with issues arising during the accession negotiations such as free movement of workers and direct payments to farmers assuming a significant place in the public debate;
- more focussed on the consequences of membership, as regional and local authorities explore the potential of their regions to use structural funds;
- more a focus of the mainstream political debate, as the implications of membership for national politicians have become clearer.

In order to meet these demands, the communication strategy and the activities of Delegations in general, have been expanded to ensure that journalists are better informed; that regional and local actors and NGOs are aware of the implications of EU funding; that civil society understands the issues of importance related to accession; and that the business community, a prime mover in enlargement, is closely involved in the debate. In this way, the communication strategy develops from being a general information campaign about the EU to

assuming its role as the third track of the enlargement strategy, along with the pre-accession assistance and the accession negotiations.

A significant contribution to the overall information effort in the candidate countries and in the member states is achieved through the many speeches, press contacts, and visits by the President and Members of Commission. For example, the Member of the Commission responsible for enlargement, Guenter Verheugen has visited each candidate country at least twice, making a total of 40 missions to the region, with many contacts with the public, press and opinion formers.

Specific activities carried out as part of the communication strategy over the past three years include the following:

- **Information Centres.**

European Union Information Centres (EUICs) have been established in all capitals of central European candidate countries between October 1998 (Prague) and September 2001 (Sofia) as the main public window of the communication strategy. As a rule, an information officer is present throughout the day to take questions, which are answered either directly or later on by e-mail or telephone. The EUICs are also used to a greater or lesser degree, depending on local conditions, for press conferences, public lectures or seminars and events related to the EU (launches of opinion polls, presentation of important Phare projects, etc.). As EU information centres, they are not only used by the Commission, but also used by other institutions, such as the Parliament or Committee of the Regions, or by the Presidency and individual Member states.

The main interested audience tends to be students, but significant groups are journalists and officials from the civil service. The number of visitors to the centres varies, but in its 2 years of existence, the Ljubljana EUIC, for example, has received almost 10,000 visitors and hosted 140 events; in Budapest visitors to the EUIC over 3 years totalled 40, 500; and the last 2 years have seen almost 25, 000 visitors to the Warsaw EUIC.

All Delegations report an increasing level of sophistication in the nature of enquiries, no doubt due to increasing coverage of issues in the press dealing with the negotiations. Given the preponderance of students among the visitors, opportunities to study in the EU rank high among the enquiries, along with opportunities for funding from EU programmes, and general issues related to bilateral relations, accession negotiations, and so on, with a noticeable concentration on aspects of the negotiations related to citizens, such as product safety and consumer policy.

- **Internet**

Websites are an integral part of all communication strategies, and have been developed by all Delegations. A list of the addresses of the sites is at Annex 4. Usage of the web sites has recently increased dramatically, with the site of the Prague Delegation, for example, receiving over 27.000 visits in the month of October 2001.

Most sites are updated on a daily basis by staff of the Delegation or of the EUIC. Sites vary somewhat in format but all publish their content in the local language and in an official language of the EU. Common content includes information about the accession negotiations, bilateral relations under the Europe Agreement, information about Phare and other Community programmes, press releases, and links to other sites such as “Europe in the

World”, and the “Future of Europe”. The web sites are used also as an archive for Commission documents such as the Regular Reports, and, in the case of Romania, as a management tool for the Delegation, since the homepage includes a data-base on EU funded projects in Romania.

- **Regional information networks.**

Given the importance of reaching audiences outside the capital cities, in the remoter regions where the population tends to be less well informed, or more sceptical of the benefits of membership, most EUICs have developed some kind of regional network, sometimes on the back of existing networks, such as those constituted by European Documentation Centres⁴, or EuroInfo Centres⁵. As a response, for example, the Delegation in Budapest and the EUIC in Prague have created specific posts of Regional Information Officer to handle the volume of regional work.

However, as some of these existing information points are in less publicly accessible locations, new regional information centres have also been established, sometimes in co-operation with the Ministry of Foreign / European Affairs, NGOs or town halls. The public library system can play a valuable role here, as in Latvia where there are 32 EU Information points in different regions of the country.

An EU information network has been created in Lithuania over the past two years, by joint efforts of the Commission Delegation and the Lithuanian Government, consisting of the Delegation’s Information Centre in Vilnius; 9 information centres in central county libraries; “EU Information Shelves” established in 46 regional libraries; two centres for the small and medium sized enterprises opened in Vilnius and Kaunas; the European Documentation Centre in Vilnius University International Relations and Political Science Institute; and the official EU Documentation Centre in the National Library.

The Delegation in Warsaw carried out wide research, involving about 500 Europe-related organisations actively involved in informing Polish public about the EU. A national training seminar and web discussion forum followed. At present, the info-network in Poland consists of 35 regional info-centres (co-organised jointly with the government), 17 European Documentation Centres, 12 EuroInfo Centres and 50 local centres additionally selected as a follow-up of the above-mentioned study.

As a means of reaching more people across the country, “Team Europe”⁶, is being gradually incorporated in the communication strategy, for example in the Czech Republic, where it plays a key role addressing schools, local associations and other audiences around the country.

A large four by four metre stand equipped with TV and VCR, as well as a computer travels around Slovenia, appearing in large shopping centres, and reaching people from all walks of life, including those usually reluctant to take part in opinion polls. Exhibition panels on the

⁴ Established by the Commission as an extension of the network existing in Member States’ Universities, and receiving publications catalogued or published by the Office of Official Publications (EUR-OP). See http://europa.eu.int/comm/libraries/edc/index_en.htm

⁵ Established by the Commission as an extension of the existing network of support centres for SMEs. See <http://europa.eu.int/comm/enterprise/networks/eic/eic.html>

⁶ See http://europa.eu.int/comm/dg10/teameurope/index_en.html

EU, Enlargement, EU support for culture, and so on are lent to regional partners of the EUIC in the Czech Republic for their own EU information activities, acting as an eye-catching presentation for events throughout the country.

- **Europe days**

All Delegations participate, often in co-operation with the government or local authorities, and Member States' Embassies or cultural institutes in “Europe days” or “Europe weeks”. These take place on May 9th, or at other periods. They provide a combination of events, usually including lectures, competitions and events for children and discussions with representatives of the Commission Delegations and of government.

In Hungary, the Foreign Ministry, working in co-operation with the Delegation, has organised since 1994 about 50 “Europe days”, of which 11 took place in 2001. In Romania, Europe Day itself is traditionally marked with the opening of the European Film Festival, which runs for over a week, showing recent productions from member and candidate countries. In Warsaw, the highlight is the Schuman Parade, organised jointly with the Polish Robert Schuman Foundation in the last two years on the weekend following 9th May. It groups hundreds of participants from all over Poland, is led by top politicians and attracts wide attention, with the two main streets of Warsaw closed for traffic and filled with information stands set up by various organisations.

- **Publications**

A significant part of the budget of all EUICs is spent on producing written material. This can be a translation into the local language of existing Commission brochures, such as an “EU Glossary”, and the “ABC of Community law”, or the production of specific brochures, such as “Your business and the Euro”. However, the need to reach large audiences and to tailor information has led most Delegations to favour the production of smaller fact sheets on issues of general policy interest (“Explaining the Sapard programme”...), to meet a more specific interest (“Free movement of persons”...) or to produce entertaining and user-friendly leaflets, as for example in Romania and the Czech Republic on the most frequently raised issues.

All EUICs produce a newsletter, with illustrated quarterly or monthly newsletters gradually giving way to more frequently produced, smaller formats that are also e-mailed to a database of interested readers, and which provide a regular update of developments in the enlargement process, but also of EU policies in general. The Czech language “Week in Europe” e-zine is disseminated to 2000 database members weekly, and is quoted in other electronic media.

A weekly electronic newsletter of the Delegation to Lithuania is sent to politicians, civil servants, journalists, academic circles and other opinion leaders, providing them with information on the latest developments in the EU and EU-Lithuania relations, as well as topical supplements (e.g. on SAPARD).

Production of a video on EU matters has proved to be a successful communication tool, and therefore the EC Delegation to Lithuania has already issued a second set of documentaries about the EU. In order to promote EU support for accession it was decided to start a series of publications “Phare Success Stories in Lithuania”, with further development of this theme in other publications, films and Internet.

For a list of information produced in the various candidate countries of central Europe, see Annex 9.

- **Media relations**

Relations with the media occupy a large part of the work of the EUICs, usually in conjunction with the officials from the Delegation. This involves both informing the media, and co-operating with them on the production and distribution of information. Most Delegations have a regular press breakfast or press lunch where journalists meet to discuss with Delegation and EUIC staff. This helps to create a stable relationship and establish the Commission as a reliable partner.

A number of Delegations enhance coverage of EU issues in the press with competitions, such as the annual “Robert Schuman Award for Journalists” awarded since 1998 by the Delegations in Sofia and Budapest, or an Annual Media Award in Estonia. In addition many newspapers or magazines, publish regular columns or supplements on EU related issues, often produced in co-operation with the Delegations and EUICs, such as the regular column „infoeuropa”, in the Romanian economic monthly „Piata Financiara”. In the framework of a Phare project, the Delegation organised a competition among Lithuanian journalists and awarded prizes to the best reporting/articles on corruption, with the award ceremony to the winners followed by a press conference with the Prime Minister.

Radio is the media that reaches the greatest proportion of the population in many candidate countries, including those in remote areas, and important issue for large countries, such as Poland and Romania. The Delegations have worked with radio stations on designing easy-to-follow short programmes on EU, such as the four-year long “EU – from dream to reality” on Romanian public radio.

Television is a more difficult area, which varies greatly according to the structure of the television (private or public) and the attitudes of the local government. Some Governments, for example, have produced short information films, or spots advertising an information hot line, sometimes in collaboration with the Delegation. Some Delegations, such as in Poland and Lithuania, have co-financed television series on the EU.

- **Relations with specific groups**

In some countries, relations have been built up specifically with minority communities. For example, a brochure “15 questions on membership” was produced in Lithuanian, Polish and Russian by the Vilnius EUIC; in Latvia, a Russian language version of the handbook « Europe from A to Z » was distributed, and the Estonia EUIC also produced an information brochure in Russian.

The Delegation in Budapest regularly supplies the Delegations in Bratislava and Bucharest with Hungarian-language publications for the Hungarian minorities in Slovakia and Romania. The European Information Centre in Komarno, southern Slovakia, provides its services for a wide public in both Slovak and Hungarian languages in this ethnically mixed district. The centre has organised several information events such as “Our Europe” Day (games for small children, lectures for primary and secondary schools, workshop for mayors on EU-funded programmes...), or the combined sport and knowledge competition for secondary schools. The centre provides consultations for 40 secondary school students, who are doing their school papers on EU enlargement for a competition.

Co-operation between the Warsaw Delegation and the National Teacher Training Centre led to the production of a variety of educational materials, from board games, movable

exhibitions to a set of 100 transparencies, copied on CD, for various lectures and presentations.

The influential position of the Church has led to close co-operation in some countries. For example, in Poland, the Delegation supports a regular programme on the leading Roman Catholic radio station, and carries out projects with the Dominican EU Information Centre. A visit of religious leaders from Lithuania to Brussels was supported by the communication strategy, as were the visits of Polish and Czech bishops.

To make the EU-related information accessible for blind people, the Delegation in Lithuania has developed a series of projects with the Association for Blind People. Several publications were published in Braille or recorded on tape and have been distributed through the network of special libraries for the blind. A monthly newsletter of the Delegation is being published together with a monthly magazine for the blind.

In Hungary, the Delegation has targeted farmers, trades unionists and the elderly and is implementing strategies to reach these targets through their preferred mediators. The opinion on accession of the rural community is crucial in some countries. In Poland, a series of events “Polish rural communities in the EU” was organised jointly with the government and the Association of Polish Communes. It included almost 100 seminars for local leaders in rural areas, each of the events grouping from 100 to 300 participants, with the strong involvement of local self-government authorities. A special series of publications was prepared for the trainers as well as for participants of seminars.

Young people are among the strongest supporters of enlargement, and often seek out information actively. The assistance of the Delegation is occasionally sought to develop teaching of EU issues in schools. For example, the Delegation in Latvia published three teaching materials for schools, covering all pupils from grade 1 to 12, which are the only teaching materials used in schools. This led to a series of regional seminars for teachers, and accompanying contests, which have increased knowledge of the EU considerably in schools. In Bulgaria, the Delegation participated in the preparation of a textbook “European Integration”, which has now circulated to schools by the Ministry of Education, who also co-operate in providing seminars and training. In Poland, nation-wide competitions were held, such as “How to become a negotiator” (in co-operation with the Chief Negotiator’s Office and Batory Foundation) and TV “Euroquiz”, involving more than 300 secondary schools.

Two events were held in the Slovenia EUIC on 9th May 2001, including a simulation by opposing groups of students of a negotiation on the free movements of workers and a more entertaining "How to be a European" quiz with VIPs, simulated to look like a popular TV quiz show.

- **Cultural events**

EU-related cultural events can provide a useful platform from which to launch information and communication activities. For example, EU Film Festivals take place in a number of candidate countries, with a different emphasis in each case. The EU Film Festival in Romania is held to mark Europe Day, and is used as the occasion for many information activities. In co-operation with the ERASMUS programme, the Lithuania Delegation and the Music Academy has organised cultural events, including concerts and film festival.

Co-operation with the embassies and cultural institutes of the member states ensures that all 15 member states are represented alongside Czech films in the “Days of European Film” in

Prague, now in its eighth year. An EU Film Festival has also become a firmly established yearly event in Poland, held every November in three towns, with the pick number of 31 films and about 9000 viewers in 2001. A language fair was co-organised in co-operation with Member States Embassies in Warsaw, within a framework of the Year of Languages, and accompanied by exhibitions, lectures, concerts and theatre performances.

4.3. In Cyprus, Malta and Turkey

The different budgetary mechanisms under which the communication strategy in these countries is financed mean that the implementation of the programme is somewhat delayed when compared to the other candidates.

The budget foreseen for the communication strategy in Turkey for the period 2000 – 2006 is €5.8 million, to be funded from MEDA Global Allocation-2000. Delay in approval by Council of the single financial framework for pre-accession assistance had the consequence that the funds allocated for the year 2000 were not committed, and the Financing Proposal for the Annual financing plan for 2001, which includes the €903,000 foreseen for the communication strategy, went before the MEDA Committee in November 2001. Therefore, 2002 will be the first year in which Turkey will fully participate in the communication strategy.

The communication strategy programme for € 200.000 in Cyprus was approved in May 2001, but will be available for commitment only in early 2002, as these funds are part of the overall Programming under the Financial Regulation for Cyprus, signed in October 2001.

The € 200.000 for the communication strategy programme for Malta became available in Malta on 27 November 2001. Therefore 2002 will be the first year in which Malta participates in the communication strategy. The strategy will be implemented by the Delegation with some sub-contracting.

• Cyprus

The Delegation in Cyprus provides information about enlargement as part of its overall mandate to inform the population about the EU. During 2000 and 2001 it assisted the European Institute of Cyprus, which is co-funded by the Commission and the Government of Cyprus, and which hosts the European Documentation Centre. It also collaborated with the European Information Centre at the Cyprus Chamber of Commerce and Industry and other relevant EU related bodies, academic institutions as well as the Chief Negotiator's office in the organisation of a broad range of EU events.

Given the late approval of the funds, the Delegation has deliberately engaged in low cost exercises and collaborations related mainly to visits from Commissioners and other officials. It will be important in the future to ensure that the details of accession are understood, since the question of the division of the island has tended to dominate discussion of enlargement in the past.

• Malta

Malta has a number of organisations involved in providing information on the EU: a European Documentation Centre, based at the University; an Euro-Info Centre at the Malta External Trade Corporation; and the Malta-EU Information Centre, which is financed by the Government. The Delegation has been distributing information on the EU to a wide variety of bodies and associations in the public and private sectors and civil society. It has also

supported a number of seminars and workshops in which the Delegation has provided information to participants. There is a particular need for accurate information on the EU given the political divide on the question of membership, which sometimes results in a certain risk of distortion.

- **Turkey**

As part of its general press and information work, the Commission Delegation in Turkey has been funding a number of information activities aimed at informing the public in general about the EU. These include a daily press review, a bilingual web site, various publications on the EU (translated in Turkish), and a monthly newsletter, prepared in 15.000 copies. These are distributed around the country, *inter alia* via an EU Regional Information Network of eleven information relays established in 1996 in co-operation with local chambers of commerce and/or industry. These relays receive an annual subsidy of €2-3.000 for information activities. There is also a network of eleven European Documentation Centres.

Much of the activity of this network has been oriented to informing people about the EU in general, the MEDA programme, and specific issues, such as civil society projects designed to enhance the role of women or NGOs. There are also a number of cultural activities that are used to highlight the links between the EU and Turkey, including music, film and youth festivals, meetings between teachers, and debates on culture and modernisation.

One major constraint to increasing the profile of the EU in Turkey continues to be the lack of a Commission presence in Istanbul. While many member states maintain a large consular and commercial or cultural presence in the city, there is no visible face of the EU in Istanbul. The extension of the relay system to cover Istanbul and eventually the establishment of a larger information office should overcome this problem.

5. FROM 2002 ONWARDS – TOWARDS A SUCCESSFUL ENLARGEMENT

The success of the communication strategy is partly dependent on the success of the other two tracks of the enlargement preparations, i.e. the pre-accession strategy in the candidate countries, and the accession negotiations. However, there are a number of other factors, which must be taken into account, including, in particular, the co-operation between the various actors concerned.

The Inter-institutional Group for Information was established in April 2001 to ensure regular consultation between the Commission and the Parliament on all matters related to public information, including the communication strategy for enlargement. It provides a regular forum for discussing the implementation of the communication strategy with the Parliament, given the importance of involving the Parliament in its implementation. An oral report was presented to the Inter-institutional Group on 23rd October 2001 on the progress of the strategy. The timely approval of annual budgets will remain crucial to the implementation of the communication strategy, and the Commission will ensure that all is done to allow the budgetary authority to take its decisions in good time.

Joint Parliamentary Committees held in the candidate countries have offered a forum for public debate and information about enlargement and the role of the Parliament. The decision to open offices in certain candidate countries will enhance the possibility for the Parliament to play its role in the overall communication effort.

Commission Delegations ensure regular co-operation with governments of the candidate countries in carrying out their own EU-related information activities. In addition, many candidate countries have developed their own “external communication strategies”, and most maintain contacts via their embassies with the Commission Representations in the member states.

However, while the Commission can provide information within the member states about the enlargement process itself and its likely consequences, informing the population of the member states about individual candidate countries is the responsibility of the governments of the respective countries. This is an area where more needs to be done. Discussions will be pursued with the candidate countries about improving the possibility of their cultural institutes, commercial offices, etc., to increase knowledge of their countries.

It should be recalled that a joint statement was made in Vilnius in September 2000 by the representatives of 12 candidate countries, in which they “...pledged their support and readiness to co-operate with the EU member states and the European Commission in (...) providing information on the historical challenge and opportunities of enlargement in order to generate a dialogue with Europe’s citizens and to ensure broad support for the enlargement process both within the EU member states and the candidate countries”

In its Communication COM (2001) 437, the Commission undertook to “prioritise border regions as a partner in the communication strategy”. This is already taking place, for example, in Germany, the Czech Republic and Poland, and also in the context of the Phare Cross-Border Co-operation programme, which serves to provide a clear demonstration of the benefits of the EU to both sides of a previously sealed border. In addition, particular attention will be paid to issues involving activities in more than one country, such as projects where a German Land co-operates with Polish and Czech regions.

The Directorate General for Enlargement will increase the output of general information for the public, which can be distributed through the existing information networks in the present and future member states. The capacity of the Information Centre in Brussels to provide directly to key multipliers detailed and up to date information on the enlargement process and so on will be increased.

This will include the increased distribution of material produced by the Commission such as a weekly newsletters, research bulletins, frequently asked questions, etc.

5.1. Future projects in the Member States

Multi-annual strategies covering the whole period 2002-2006 have been prepared by the Representations, and annual work programmes for the year 2002 are now being finalised. The strategies concentrate on answering three questions:

- **Who?** To whom should the strategy be directed? Who are the most appropriate people (“multipliers”) to relay messages to the public?
- **What?** What are the most important themes? What issues (structural funds, free movement of labour, environment, etc.) arouse the most concern in the population?
- **How?** How best to pass the message? Should agreements be sought with local authorities? With central Government? With NGOs? What media should be used?

The answers to these questions, which vary in each member state, will ensure a better targeting of the resources available.

The arrival of the € , which has been the main focus up to now of the Representations' information activities, will allow the communication strategy for enlargement to assume a higher profile. The enlargement communication strategy will overlap in time with the debate on the future of Europe. To the extent that the aims of the two campaigns share common themes, there will be possibilities for communicating complementary messages.

The completion of the accession negotiations will also increase the amount of information available and required on enlargement, as the ratification procedures for the accession treaty are launched in member states. There will therefore be a gradual shift of focus towards the topic of enlargement in most activities of the Representations, both by means of the specific enlargement information campaigns funded through PRINCE and of their other, regular information and networking activities. Also, the existing information networks and relays (e.g. Info-Points Europe, Carrefours ruraux, Team Europe...) will gradually broaden their coverage of enlargement-related issues.

Specific projects scheduled over the next year include the following:

- A forum for young TV journalists from candidate countries in co-operation with German public TV (Westdeutscher Rundfunk).
- A regional Baltic seminar focusing on enlargement and the Future of Europe hosted by Finland, Sweden and Denmark.
- Training for newspaper journalists, including round tables with senior journalists of Member States, to be organised in Spain and Greece.
- Launching of opinion polls and media monitoring and evaluation to research about attitude and coverage towards enlargement, in France, Denmark, Greece, Portugal and the United Kingdom.
- Support for a series of special reports on candidate countries on RTE, the Irish national TV channel, as well as support for a series of inserts on each of the candidate countries on the radio.
- Seminars on the impact of enlargement in sensitive policy areas (e.g. on social and economical or environmental issues) in co-operation with labour organisations, trade union and business organisations in Spain, Germany, and Italy.
- The Representation in Berlin has signed a convention with Lower-Saxony and is negotiating with the other Bundesländer for 2002. It is likely that many of them will try to make funds available for co-financing such a convention next year. A major convention is in the process of being concluded with the German Agency for Political Education, Bundeszentrale für Politische Bildung that will, in 2002, focus on Poland and on projects aiming at young people and the media.

5.2. In the Central and eastern European Candidate Countries

Following the Commission's communication of May 2000, and in line with the overall deconcentration of the management of the Phare programme, management of the strategy in operational and financial terms is being given over entirely to Delegations, with the basic

work programmes subject to approval by DG Enlargement. Since 3rd December 2001, Delegations have been solely responsible for the management, including financial management, and for the implementation of the Work Programmes, which will aim to answer the same questions as in the member states (Who? What? How?).

Nearly €9.3 million was allocated for the Delegations for the year 2001, of which €8.5 million was for the countries of central and eastern Europe. The criteria used for making this allocation were as follows:

- size of population
- quality of the work programme submitted
- absorptive capacity as indicated by previous expenditure.

The content of the strategy will continue to develop, with an increased focus on specific target groups affected by the negotiations, such as farmers, local administrations, people in border regions and so on. Since the views of groups of the population who express themselves as “undecided” in opinion polls will be significant in most referenda, it will be important both to analyse further the make-up of these groups, and to ensure that information is available to them.

5.3. In Cyprus, Malta and Turkey

- **Cyprus**

Aside from additional research on perceptions, the 2002 programme foresees increased activities in schools and the media on both sides of the UN buffer zone. In addition it aims to focus on the Future of Europe debate and to carry out a number of bi-communal activities with a European dimension to create the opportunity for interaction between the two communities under the prospect of accession.

- **Malta**

The work plan for 2002 foresees an expansion of activities including a number of research projects, further development of the web site and use of e-mail for distributing information, as well as a considerable increase in work with local media. The Newsletter will be an important information tool, to be published in Maltese and English. Initiatives will also focus on contributions to the debate through seminars, conferences and support to NGOs, trade unions and other constituted bodies. Specific attention will be devoted to informing SMEs and the many micro enterprises that make up the economy in Malta.

- **Turkey**

The programme to be implemented in 2002 foresees different information activities to be carried out following a call for proposals. The actions planned include information projects aimed at specific audiences; projects focusing on specific geographical regions; media projects; and public awareness and research projects. These funds will be allocated from MEDA Global Allocation (2000).

An additional €97.000 from the MEDA Global Allocation (2000) is expected to be available for 2002 to finance the Delegation’s regular information activities such as monthly newsletter,

web site, calendar, promotional materials, translation and printing of Regular Report for Turkey.

6. DIRECTION AND CO-ORDINATION - THE ROLE OF HEADQUARTERS

The decentralisation of the process has changed the role of the Commission's Headquarters in the implementation of the communication strategy. It is no longer responsible for the direct management of the process, but for its overall direction and co-ordination. A key task is the collection and dissemination of information on all aspects of enlargement. It also has a role of servicing and providing assistance to Representations and Delegations, helping them to identify best practice, and encouraging co-operation and joint projects. In addition, there are a number of events and publications that need to be prepared centrally.

To assist with these activities, an information contractor⁷, provides the following technical support to DG Enlargement:

- Provision of communications expertise and counselling
- Training and assistance for Delegations and Representations
- Internet, extra-net and database design and maintenance (the database contains, as of January 2002, 17355 names of people to whom newsletters, publications, etc. are sent automatically)
- Assistance with writing, editing, and designing of paper and electronic publication
- Preparation and management of events

An amount of €2,5 million was allocated for these activities in for the year 2001/2. The main project funded by the allocation for central services is the "Enlargement, Phare and Tacis Information Centre" at 19, rue Montoyer, Brussels. This is increasingly dealing with requests for information and presentations on enlargement, and networking with other information relays⁸.

The central budget has also funded the logistics related to seminars for all those involved in implementing the communication strategy. After initial seminars in Bratislava and Ljubljana, the largest seminar so far was held in Budapest in October 2001, with the participation of 120 representatives from Delegations and information centres in candidate countries and Representations in member states. It also included representatives from the secretariat of the European Parliament. The seminar combined bilateral and parallel meetings with workshops focussing on strategy and planning, research, monitoring and impact assessment, and the use of particular communication means such as the audio-visual.

For the dissemination of information materials to the public, the Directorate General for Enlargement relies increasingly on electronic means, and in particular the pages dedicated to enlargement on the "Europa" site, on <http://europa.eu.int/comm/enlargement>. Many others Directorates General and services of the Commission include material on enlargement on their pages of the "Europa" site. A list of addresses of all these sites is at Annex 6.

⁷ SEMA Belgium (consortium Sema-Apco). See SCR-E/111479/C/SV/ZZ. Pre-information notice published 26.9.2000, O.J. S186

⁸ See Annex 7 for statistics of the inquiries dealt with by the Information Centre

Since autumn 2001, when the main site of the Directorate General for Enlargement was revised, it has made available to the public an increasing number of documents relating to enlargement, including key documents, information on the pre-accession strategy, and the accession negotiations, and “Enlargement Weekly” newsletter, and an “Enlargement Research Bulletin”, and “Frequently asked question on enlargement”. The level of public interest in the site is illustrated by the statistics in Annex 7 for the downloading of the 2001 regular reports.

Alongside the material published by the Directorate General for Press and Communications such as “Europe, still enlarging”, and by other DGs, background material such as “Enlargement, a historic opportunity”, “Enlargement: the basic arguments” or “Frequently Asked Questions on Enlargement” has been prepared by DG Enlargement. Other on-going projects include publications and information material such as a brochure on the Phare, Ispa and Sapard programmes, a leaflet explaining where to find information on the candidate countries, and so on. A set of standard presentation slides on Enlargement has been produced for speeches, and is available on CD-ROM to Delegations and Representations. A list of the materials produced by DG Enlargement is at Annex 8.

7. CONCLUSION

The communication strategy for enlargement now has a solid basis in both the current and future member states. This report demonstrates the breadth of activity that has already taken place.

The decentralisation of the strategy to the Commission’s Representations and Delegations allows it to address the needs in the different countries in a flexible way. An increasing scale of information activity is planned for 2002, and new challenges will be posed after the end of the accession negotiations, when the ratification of accessions will commence.

In this way, the Commission plans, with the co-operation of the European Parliament, and with the national authorities in the member states and candidate countries, to improve public knowledge and understanding of the historic process of enlargement of the EU.

ANNEXES

7.1. Overall financing commitments for the communication strategy, 2000 - 2006

BUDGET LINE / COUNTRY	2000	2001	2002	2003	2004	2005	2006	TOTAL
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1. Implementation of decentralised communication strategy

• In the candidate countries

B7-030A Phare	4.5	8.5	8.9	9.8	9.3	5.3	3.75	50.05
B7-410A Turkey	0.5 ⁹	0.6	0.7	1.0	1.0	1.0	1.0	5.8
B7-041 Cyprus	-	0.2	0.2	0.4	0.4	0.4	0.2	1.8
B7-040, Malta	-	0.2	0.2	0.3	0.3	0.3	0.2	1.5
Sub – Totals	5.0	9.50	10.0	11.50	11.0	7.0	5.15	59.15

• In the member states *

B3-306	0.5 ¹⁰	5.00	8.75	12.00	12.5	8.75	5.00	52.5
B3-306A	-	0.4	1.0	1.0	1.0	1.0	1.0	5.4
Sub – Totals	0.5	5.4	9.75	13.0	13.5	9.75	6.0	57.9

Sub-Total	5.5	14.54	19.75	24.5	24.5	16.75	11.15	117.05
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2. Central Activities*

B7-030A	2.5	2.5	2.5	2.5	2.5	2.5	2.5	17.5
B3-306	-	1.0	2.0	2.0	2.0	2.0	2.0	11
B3-306A	-	0.2	0.2	0.2	0.2	0.2	0.2	1.2
Sub-Total	2.5	3.7	4.7	4.7	4.7	4.7	4.7	29.7
TOTAL	8.0	18.24	24.45	29.2	29.2	21.45	15.85	146.75

⁹ Not committed, following delays in approval of the regulation

* Figures for 2002 onwards are p.m. only

¹⁰ Financed a number of studies such as “Optem”

7.2. Public opinion in the Member states regarding enlargement

Extract from the Eurobarometer 56 (11.2001). For the full survey, see http://europa.eu.int/comm/public_opinion

Support for enlargement¹¹. (..) = % Change since EB 55, spring 2001

MEMBER STATE	FOR	AGAINST	DON'T KNOW
B	49 (+ 5)	39 (=)	12 (-5)
DK	69 (+ 19)	24 (-16)	7 (-3)
D	47 (+ 12)	35 (-7)	19 (-5)
<i>D (West)</i>	<i>47 (+ 12)</i>	<i>35 (-6)</i>	<i>19 (-5)</i>
<i>D (Neue Laender)</i>	<i>47 (+ 11)</i>	<i>34 (-11)</i>	<i>19 (=)</i>
EL	74 (+ 4)	14 (-4)	12 (-1)
E	61 (+ 6)	18 (+1)	21 (-6)
F	39 (+ 4)	46 (-1)	15 (-3)
IRL	60 (+ 1)	17 (-1)	24 (=)
I	61 (+ 10)	19 (-3)	21 (-6)
L	53 (+ 10)	37 (+5)	11 (-4)
NL	58 (+ 16)	27 (-14)	15 (-2)
A	46 (+ 13)	38 (-11)	16 (-2)
P	57 (+ 5)	22 (-3)	22 (-1)
FIN	54 (+ 9)	32 (-9)	13 (-1)
S	69 (+ 19)	21 (-16)	10 (-3)
UK	41 (+ 6)	33 (-1)	25 (-6)
EU	51 (+ 8)	30 (-5)	19 (-4)

¹¹ Question: What is your opinion on the following statement? Please tell me whether you are for it or against it. « The enlargement of the European Union to include new countries » NB : Previously, the formulation was « The European Union should be enlarged and include new countries »

7.3. Public opinion in the candidate countries

From the first Applicant Countries Eurobarometer, December 2001. For the full survey, including relevant graphs and tables, see http://europa.eu.int/comm/public_opinion

Support for EU membership

- On average, nearly 6 people in 10 (59%) in the Applicant Countries feel that EU membership would be a 'good thing' for their country with support ranging from 33% in Estonia and Latvia to 80% in Romania. Support levels tend to be significantly higher in the Applicant Countries than they are in the EU where the average support level is 49%. There is an even clearer difference between the Applicant Countries and the EU in the proportion of people who view membership as a bad thing: three times as many EU citizens (29%) feel this way than what the present survey has found in the Applicant Region (10%).
- Two thirds (65%) of the respondents of voting age in the Applicant Countries declare that they would support their country's membership to the EU if a referendum were to be held on this issue. Further analyses show that at the time of the survey the majority of eligible respondents in all 13 countries would have voted in favour of joining the EU (79%)¹². The only country without a large majority in favour of accession is Malta, where only 53 percent of eligible respondents indicate that they would have voted in favour of EU membership.

Awareness of the EU and its institutions

- While the EU is the most widely known international institution in the Applicant Countries, with nearly all respondents having heard of its existence, its institutions remain much less known: The European Parliament is known by 72% and the European Commission by 60%. In the EU Member States, awareness for these two institutions is 89% and 77%, respectively.

Information about Enlargement, Accession

- Nine in ten people living in the Applicant Countries have heard of their country's bid to become a member of the European Union. Awareness levels range from 82% in Turkey to 98% in Cyprus and Malta.
- However, most people do not feel well informed either about their country's accession process or about EU enlargement as a whole. Only 28% say they are well informed about enlargement and only 29% feel well informed about their own country's accession process.
- Looking at the country results shows that the proportion of people that feels informed about EU enlargement ranges from 17 percent in Estonia and Turkey to 54 percent in Slovenia. For the accession process, levels of feeling informed range from 20% in Turkey to 57% in Slovenia.

¹² Eligible voters are those aged 18 and over. The analysis also excludes respondents who said they would not vote, who did not know how they would vote and who didn't answer the question.

7.4. Delegations on the Internet

EUROPEAN COMMISSION DELEGATIONS IN CANDIDATE COUNTRIES

DELEGATION	WEB SITE	MAILBOX
Bulgaria	www.evropa.bg	sergei.makarinov@delbgr.cec.eu.int
Cyprus	www.delcyp.cec.eu.int	mailto@delcyp.cec.eu.int
Czech Republic	www.evropska-unie.cz	info@iceu.cz
Estonia	http://www.euroopaliit.ee	helina@euroopaliit.ee
Hungary	www.euDelegation.hu/	nparcsami@etk.info.hu
Latvia	www.eiropainfo.lv	infocentrs@delfi.lv
Lithuania	www.eudel.lt	infocentre@eudel.lt
Malta	www.delmlt.cec.eu.int	edrc@um.edu.mt
Poland	www.europa.delpol.pl/	info@eudel.pl
Romania	www.infoeuropa.ro	contact@infoeuropa.ro
Slovakia	www.europa.sk	eic@europa.sk
Slovenia	www.evropska-unija.si	info@evropska-unija.si
Turkey	www.deltur.cec.eu.int	mailto@deltur.cec.eu.int

7.5. Queries to the Phare / Tacis Enlargement information Centre

STATISTICAL INFORMATION (TYPE OF QUERY) SEPTEMBER 2000 TO SEPTEMBER 2001

MONTH	VISITORS	PHONE CALLS	E-MAILS SENT	LETTERS & FAXES ANSWERED	TOTALS
SEPTEMBER	244	544	421	52	1,261
OCTOBER	315	628	414	48	1,405
NOVEMBER	367	627	460	57	1,511
DECEMBER	217	376	303	21	917
JANUARY	227	441	418	45	1131
FEBRUARY	247	466	388	26	1127
MARCH ¹	197	379	275	19	870
APRIL	180	192	104	14	490
MAY	251	289	251	16	807
JUNE	250	493	291	25	1059
JULY	178	399	228	17	822
AUGUST	174	313	329	25	841
SEPTEMBER	250	493	291	25	1059
TOTALS	3097	5640	4173	390	13300

7.6. European Commission web sites on enlargement

Main site of the Directorate General for Enlargement:

- ELARG : <http://europa.eu.int/comm/enlargement/>

Other sites of Directorates General or services

- AGRI : http://www.europa.eu.int/comm/agriculture/external/enlarge/index_en.htm
- COMP : <http://www.europa.eu.int/comm/competition/enlargement/>
- CORDIS : <http://www.cordis.lu/fp5/enlargement.htm>
- ECFIN :
http://www.europa.eu.int/comm/economy_finance/publications/enlargementpapers_en.htm
- ENTR : http://europa.eu.int/comm/enterprise/enterprise_policy/enlargement/index.htm
- ENV : <http://www.europa.eu.int/comm/environment/enlarg/home.htm>
- Eurostat : http://europa.eu.int/comm/eurostat/Public/datashop/print-catalogue/EN?catalogue=Eurostat&search=quick&sorted_by=date&query_string=Enlargement
- JAI : http://www.europa.eu.int/comm/justice_home/unit/relex_en.htm
- JRC : <http://www.jrc.cec.eu.int/enlargement/>
- MARKT : http://www.europa.eu.int/comm/internal_market/en/update/enlarg/index.htm
- REGIO (ISPA) http://www.inforegio.cec.eu.int/wbpro/ispa/projec_en.htm and
http://www.inforegio.cec.eu.int/wbdoc/docoffic/communic/comm_en.htm
- RELEX : http://europa.eu.int/comm/external_relations/index.htm
- SANCO : http://www.europa.eu.int/comm/dgs/health_consumer/enlargement
- SCAD: <http://www.europa.eu.int/scadplus/leg/en/s40000.htm>
- TRADE : http://europa.eu.int/comm/trade/pdf/infpcck_enlarg.pdf
- TREN :
http://www.europa.eu.int/comm/energy_transport/en/enlarg_2_en.html#enlargment

7.7. Consultation of the DG Enlargement web site (2001 Regular Reports)

Number of requests to download PDF file with full report

REGULAR REPORT ON (COUNTRY) IN (LANGUAGE)	NOVEMBER 2001	DECEMBER 2001
Poland EN	25.085	12.701
Bulgaria EN	24.034	7.208
Hungary EN	21.558	6.380
Romania EN	20.253	8.318
Czech Republic EN	19.454	7.062
Turkey EN	18.121	6.401
Estonia EN	13.082	5.130
Latvia EN	12.964	5.116
Slovakia EN	10.109	3.588
Lithuania EN	9.999	4.178
Cyprus EN	9.881	5.057
Slovenia EN	9.714	3.828
Malta EN	5.867	2.103
Poland DE	3.448	3.277
Czech Republic DE	3.221	2.602
Turkey DE	3.055	1.428
Bulgaria DE	2.952	1.651
Hungary DE	2.450	1.866
Turkey FR	2.448	1.619
Romania FR	1.868	2.640
Poland FR	1.856	2.223
Romania DE	1.849	1.631
Bulgaria FR	1.727	979
Cyprus DE	1.558	450
Hungary FR	1.402	1.469
Slovenia DE	1.200	1.160
Slovakia DE	1.190	1.096
Estonia DE	1.104	1.007
Czech Republic FR	1.058	1.084
Slovakia FR	979	767
Cyprus FR	970	526
Latvia DE	951	845
Lithuania DE	771	407
Estonia FR	717	615
Slovenia FR	664	710
Lithuania FR	619	244
Malta DE	522	360
Latvia FR	470	571
Malta FR	278	455

7.8. Material published by DG Enlargement

- Enlargement , an historic opportunity (DE, EN, FR)
- Enlargement, the basic Arguments
- Frequently Asked Questions on Enlargement
- Enlargement Research Bulletin (monthly abstracts of research publications)
- Enlargement Weekly (weekly review of events)
- Explaining Twinning (DE, EN, FR)
- Presenting the Enlargement Information centre (FR)
- Enlargement address book (updated twice a year) (EN)
- Where to find information on future member states? (DE, EN, FR)

7.9. Material published by Commission Delegations / EUICs in candidate countries

BULGARIA

Original materials

- "European Integration" Textbook; Учебник "Европейска интеграция"
- Information Student Agenda for the European Union; Информационен ученически бележник за Европейския съюз
- Delegation's Newsletter "Europanorama"; Месечен информационен бюлетин "Европанорама"
- "For Europe" - Robert Schuman; "За Европа" - Робер Шуман
- Brochure "EU Assistance Programmes for Bulgaria"; "Брошура "Програми на ЕС за подпомагане на България в процеса на присъединяване"
- Leaflet "Culture 2000"; Брошура "Култура 2000"
- "Bringing Bulgaria's Economy Closer to Europe"; Аспекти и възможности за приближаване на българската икономика към ЕС - editions 1999, 2000 and 2001
- For a Wider and Greater European Union, За по-голям и по-силен Европейски съюз
- Phare Information Leaflets: Transport, Agriculture, Privatisation and Restructuring, Legislation, Environment, Civil Society; Фар информационни брошури: Транспорт, Социална политика, Приватизация, Законодателство, Околна среда, Земеделие
- "Обединението на Европа: От стоманата до еврото и отвъд"; "European Integration: From steel to the Euro and beyond"
- "Europe dreams of Bulgaria"; "Европа мечтае за България"
- "A Flight to Europe"; "Полет до Европа"
- "Visual Identity Guidelines"; "Указание за оформление на визуалната идентичност"
- "Europeans - People Like Us"

Translations into the local language

- "Consumer Guide"; "Справочник на потребителя"
- "Europe from A to Z"; "Европа от А до Я"
- "Europe in ten points"; "10 урока за Европа"
- "EU Tax policy"; "Данъчната политика в Европейския съюз"
- "ABC of Community Law"; "АБВ на правото на Общността"

- "The EU and Environment", "ЕС и околната среда"
- "The Euro", "Еврото"

CYPRUS

- EU: history, goals and prospects
- Cyprus Journal of European Studies

CZECH REPUBLIC (all in Czech)

- European Union: How does it work?
- European Union: What's in it for me?
- Exploring Europe
- Phare Address Book
- A Journey to Europe
- EU Finance in the Czech Republic
- New idea for Europe
- Glossary
- ABC of Community Law
- EuroInfo newsletter
- Information sources on the EU in the CR
- Promotional leaflet of the EUIC
- 10 questions on Czech accession to the EU

Fact sheets

- EURO
- Team Europe
- Week in Europe
- Socrates programme
- Leonardo da Vinci programme
- Youth for Europe programme

- Czech-EU relations
- Europe Agreements
- Q&As on Common Agriculture Policy
- Pillars of the EU
- Delegation of the European Commission to the CR
- European Commission
- What is it the “Regular Report”?
- Enlargement process
- Phare Programme
- EU Presidency
- Euro - Single currency
- Common Agriculture Policy
- Information sources for agricultural sector
- Free movement of labour
- European Parliament
- Treaty of Nice
- Phare Access 99
- European Year of Languages
- SAPARD programme
- Culture 2000
- ISPA programme
- EURO

ESTONIA

- Euroopa Liidu Infokeskus (EU Info Centre)
- Eesti ja Euroopa Liit: 10 küsimust (Estonia & the EU: 10 questions and answers)
- Euroopa sümbolid (symbols of the EU)

- Küsimusi ja vastuseid Euroopa Liidu kohta: müüte ja vääruskumusi rahvasuust (Q&A on the EU: Myths and Prejudices)
- Eesti ja Euroopa Liit: 10 küsimust keskkonna kohta (Estonia & the EU: 10 questions about environment)
- Eesti ja Euroopa Liit: 10 küsimust kalanduse kohta (Estonia & the EU: 10 questions on fisheries)
- Eesti ja Euroopa Liit: üliõpilaste võimalused (Estonia & the EU: Opportunities for Students)
- Euro ja Eesti (The Euro & Estonia)
- Euroopa Liidu kümme tahku (Europe in 10 points)
- Euroopa majandus- ja rahaliit, euro ja Eesti (European Economic and Monetary Union, the Euro & Estonia)

HUNGARY

- Mit? Honnan? Hogyan? (What, where, how? Sources of EU info providers in Hungary)
- EU Tenyek
- Info Center Newsletter
- Internet cimlista (internet addresses)
- EU Naptar (EU calendar of EU events held in Budapest and Hungary)
- EU Tények (fiches on Europe)
- 10 kérdés Magyarország EU csatlakozásáról (10 questions on HU's accession)
- Phare success stories
- Europa tiz pontban (Europe in 10 points)
- Europai Tájékoztatási Központ (EU Info Centre)
- Handbook on the EU (Z. Horvath)
- Let's learn Europe textbook
- Brochure on Phare, ISPA & SAPARD
- Living acquis (as supplement of newslet)
- Brochure on EDCs and DEP in Hungary
- Guide to the EU for students & teachers

- Generation Europe diary
- Euro 1999
- CAP
- 6th environmental action programme
- A passion to be free
- Eurotour CD-Rom
- Board game on EU for youth

LATVIA

- Fontēns P. 10 tēmas par Eiropas Savienību. - ECD in Latvia:1998; 2000 (Translation - Fontaine P. Europe in 10 Points).
- 10 atbildes par Latviju Eiropas Savienībā (10 answers about Latvia and EU) - ECD in Latvia
- Ceļojums uz Eiropas Savienību (Trip to European Union). - ECD in Latvia
- Vaivads J. Eiropas Savienības paplašināšanās. (Enlargement of the European Union) - ECD in Latvia
- Latvija Eiropas Savienībā Kāpēc? (Latvia in the European Union. Why?) - ECD in Latvia
- Eiropas Savienība kopā, bet atšķirīgi. Kandidātvalstis. (European Union. Together but different. Candidate countries.) - ECD
- Eiropas Savienība kopā bet atšķirīga (European Union . Together but different. Member States) - ECD
- Veidenfelds V., Vesels V. Eiropa no A līdz Z. (Europe from A to Z) - ECD
- Euro nāk (Euro is coming) - ECD
- Sveiks Eiropā. (Hello Europe) - ECD

Publications Of European Integration bureau in Latvia

- Es un ES (Me and EU)
- Ieņēmumi un izdevumi (Incomes and expenses)
- Izglītība (Education)
- Pilsoņu tiesības (Citizen`s rights)
- Monetārā politika (Monetary policy)

- Pārmaiņas Latvijā (Changes in Latvia)
- Kopējā ārējā un drošības politika (Common Foreign and Security Policy)
- Sociālā politika (Social Policy)
- 30 jautājumi un atbildes par ES (30 questions and answers on EU)
- Vienotais tirgus (Internal market)
- Eiropas Konference (European Conference)
- Pievienošanās Partnerība (Accession Partnership)
- Nacionālā Programma integrācijai Eiropas Savienībā (National Programme for Integration in the EU)
- Latvijas un ES vēsture (History of the relations between Latvia and EU)
- Ekonomiskā un Monetārā savienība (Monetary Union)
- Likumdošanas caurskatīšanas procedūra (Law approximation)
- Eiropas Savienības vēsture (History of EU)
- Lēmumu pieņemšanas procedūras ES (Decision making in EU)
- Eiropas Komisija (European Commission)
- Ko nozīmē sarunas par iestāšanos ES (Accession negotiations)
- Reģionu komiteja (Committee of the Regions)
- ES paplašināšanās (EU Enlargement)
- Sarunas par iestāšanos ES . Tabula (Accession Negotiations - Table)
- ES Padome (EU Council)
- Kur atrast informāciju par ES Latvijā (Where can find information on EU in Latvia)
- ES Tiesības (EC Law)

Periodicals

- Latvija un Eiropas Savienība (Latvia and EU)
- Eiroziņas (Euronews)
- EiroAgroPols (European Agriculture and Latvia)
- Virziens Eiropa (General about EU and Latvia)
- SPPK Ziņas (FAPCD News)

• **Other Publications**

- Informācija par eiro (Information about euro)
- Ozoliņa Ž. *ES paplašināšanās (EU enlargement)*
- SAPARD
- Beļavnieks J. *Eiropas lauki tuvplānā.*
- Latvijas Integrācija ES (EU integration in Latvia)
- Attīstības stratēģija Latgales pilsētām (Urban strategy for Latgale towns and cities)
- ES reģionālā politika un strukturālie instrumenti (EU regional policy and structural instruments)
- E. B. Deksnis *Eiropas apvienšanās...integrācija un suverenitāte* (E.B. Deksnis - *EU:integration and sovereignty*)
- T. Baumanis *Latvijas integrācija Eiropas struktūrās - drošības politikas risinājums.*
- M.Kudinska, B.Baltača, E.Kaužēns *Finansu tirgus Latvijā un ES (Finance market in Latvia and EU)*
- M.Dunska *ES ekonomikas pamati (Basement of Eu economy)*
- Pārskats par starptautisko palīdzību Latvijā (A guide to foreign assistance in Latvia)

Translation and Terminology Centre

- Konsolidēts Eiropas Kopienas dibināšanas līgums
- Eiropas Savienības tiesību aktu tulkošanas rokasgrāmata
- Angļu-latviešu lauksaimniecības terminu vārdnīca (English - Latvian Glossary of Agricultural Terms)
- Latvijas Republikas tiesību aktu tulkošanas rokasgrāmata (Translation Handbook for Latvian Legislation)
- Angļu - latviešu Eiropas Savienības primāro tiesību aktu terminu vārdnīca (English - Latvian Glossary of EU Primary Legislation Terms)
- Konsolidēts Eiropas Kopienas dibināšanas līgums un Nicas Līgums
- Latvijas Republikas Civillikums (The Civil Law of Latvia)

Video by ECD in Latvia

- O.Kastēns *Skatiens uz Eiropu (View on Europe)*
- Kas mainīsies Latvijas laukos (Latvian Agriculture)

- Vides telpas aizsardzība (Environment)
- Kā mainīsies Latvijas preču plūsma (Free movement of goods)
- Latvijas reģions. Reģionu Latvija. (Regional Policy)
- Kas notiks ar Latvijas robežu

LITHUANIA

- Didžioji knyga apie mažųjų Europą. The big book about little children's Europe .(Colouring book for small readers)
- 15 klausimų apie Lietuvos narystę Europos Sąjungoje / R. Vilpišauskas. (15 questions on Lithuanian membership in the EU (15 answers on the most popular questions about Lithuanian integration into the EU)
- Jūsų verslas ir euras. (Your enterprise and euro) (about euro influence on enterprises)
- 10 klausimų apie Lietuvos narystę Europos Sąjungoje / R. Vilpišauskas.(10 questions on Lithuanian membership in the EU (10 answers on the most popular questions about Lithuanian integration into the EU)
- Euras – bendra Europos Sąjungos valiuta / ser. Trumpai apie Europos Sąjungą. (Leaflet: Euro – common currency in the EU)
- Informacija apie Europos Sąjungą Lietuvoje / ser. Trumpai apie Europos Sąjungą. (Leaflet: Information on the EU in Lithuania)
- Europos Sąjungos institucijos / ser. Trumpai apie Europos Sąjungą. (Leaflet: EU institutions)
- Video: Laisvės troškimas; Kas valdo Europos Sąjungą; Europos ABC; Kurkime Europą kartu; Euras. 1h 06 (Passion to be free; Who runs the EU; Europe ABC; Euro)
- Video: Dialogas Europos klausimais; Euras jau čia; [Dialogue on Europe: the challenge of institutional reform 2000; Euro is here; Inventing tomorrow]
- Europos zinių" (European news) (The Information Centre newsletter (monthly)

Publications in Braille:

- Dešimt Europos pamokų.[Europe in ten points]
- Europos teisės abėcėlė. [The ABC of Community law]
- "Europos zinių" (European news) (The Information Centre monthly newsletter translated to braille)
- Audiocassette: Europa nuo A iki Z [Europe from A to Z]

- Audiocassette: Europos užimtumo ir socialinė politika: politika žmonėms. [European employment and social policy: a policy for people]

POLAND

- ABC prawa wspólnotowego
- Agenda 2000. Umocnienie i rozszerzenie Unii Europejskiej. Warszawa, PKE, 1999
- Europa i jej budżet: co się dzieje z Twoimi pieniędzmi?
- Europejska podróż. Odkrywanie Europy. Warszawa PKE 1999
- EURO – pieniądz wspólnej Europy
- Integracja gospodarcza
- Nowa idea dla Europy. Deklaracja Schumana 1950-2000. Warszawa, PKE, 2000
- Polska wieś wobec integracji (nie do wolnej dystrybucji)
- Rozszerzenie UE : historyczna szansa. Warszawa, PKE, 2000
- Traktat Amsterdamski: co się zmieniło w Europie, Warszawa, PKE, 1999
- Wojna o lody malinowe. Warszawa, PKE, 1999
- Kto co robi w Unii Europejskiej? Co nowego przyniósł Traktat Nicejski?
- Rola Kościoła katolickiego w procesie integracji europejskiej
- ABC Unii europejskiej - EMU i EURO, Warszawa, PKE, 2001
- ABC Unii europejskiej - Etapy europejskiej integracji, Warszawa, PKE, 2001
- ABC Unii europejskiej - Historia Unii Europejskiej, Warszawa, PKE, 2001
- ABC Unii europejskiej - Instytucje Wspólnot Europejskich, Warszawa, PIUE, 2001
- ABC Unii europejskiej - Jak funkcjonuje UE (proces decyzyjny), Warszawa, PKE, 2001
- ABC Unii europejskiej - Polityka konkurencji Unii Europejskiej, Warszawa, PKE, 2001
- ABC Unii europejskiej - Polityka ochrony konsumentów Unii Europejskiej, Warszawa, PKE, 2001
- ABC Unii europejskiej - Polityka ochrony środowiska Unii Europejskiej, Warszawa, PKE, 2001
- ABC Unii europejskiej - Polityka regionalna i fundusze strukturalne Unii Europejskiej, Warszawa, PKE, 2001

- ABC Unii europejskiej –Polityka zatrudnienia Unii Europejskiej, Warszawa, PKE, 2001
- ABC Unii europejskiej - Polska - UE, kroki w kierunku integracji, Warszawa, PKE, 2001
- ABC Unii europejskiej - Przebieg negocjacji akcesyjnych między Polską a Unią Europejską, Warszawa, PKE, 2001
- ABC Unii europejskiej - Rynek Wewnętrzny Unii Europejskiej, Warszawa, PKE, 2001
- ABC Unii Europejskiej – rozszerzanie Unii Europejskiej na wschód. - Warszawa, PKE, 2001
- ABC Unii europejskiej - Stosunki handlowe między Polską a Unią Europejską, Warszawa, PKE, 2001
- ABC Unii europejskiej – Subsydiarność, Warszawa, PKE, 2001
- ABC Unii europejskiej - Układ Europejski - dokument wyznaczający ramy stosunków między RP a UE, Warszawa, PKE, 2001
- ABC Unii europejskiej - Wspólna Polityka Rolna UE, Warszawa, PKE, 2001
- ABC Unii europejskiej - Wspólna polityka Wspólnot Europejskich, Warszawa, PKE, 2001
- Pomoc Unii Europejskiej dla Polski PHARE w Polsce – programy wspólnotowe
- Pomoc Unii Europejskiej dla Polski PHARE w Polsce - ISPA
- Phare w Polsce: krajowe programy Phare w fazie kontraktowania
- Europa od A do Z
- Schuman – ojciec Europy
- Gra planszowa EURO. Gliwice, Wokół nas, 2000

ROMANIA

- How to get funds from EU 2001
- EU support for jobs creation in Jiu Valley and Gorj County
- Bridging over troubles - EU Phare disaster damage reconstruction programme
- EU enlargement process in agriculture field
- Phare programme of the EU
- 9 May Day of Europe
- Visual Identity Guidelines

SLOVAKIA

- 10 x 10 otázok a odpovedí o Európskej únii (10 x 10 q&a on the EU)
- Čo prináša Európska únia občanovi (What the EU brings to a citizen?)
- Európska únia: od Schumanovej deklarácie k Amsterdamskej zmluve (EU: from Schuman Declaration to the Amsterdam Treaty)
- Slovensko a Európska únia. Od susedstva k členstvu (Slovakia and the EU. From neighbourhood to membership)
- Anglicko-slovenský slovník európskych výrazov (English – Slovak Dictionary of European Terms)
- Európska únia - naša brána do 3. tisícročia (The European Union - Our gate to the 3rd millenium)
- Fact Sheet: EC Delegation in the Slovak Republic
- Fact Sheet: European Information Centre
- Fact Sheet: European Union and its institutions 1
- Fact Sheet: European Union and its institutions 2
- Fact Sheet: European Monetary Union and Euro
- Fact Sheet: Euro – a new currency
- Fact Sheet: Single market and four freedoms
- Fact Sheet: Sapard
- Fact Sheet: Political and economic impacts of future Slovak membership
- Fact Sheet: Belgian presidency
- Fact Sheet: Common Agricultural Policy
- Európa na dosah ruky (Information leaflet of the EIC)
- Dni európskeho filmu (Days of European film - poster)
- Euromagazín (EC Delegation magazine)
- Dni európskeho filmu (Days of European film - poster)
- Európa - môj domov (Europe - my home - a poster of drawing competition)
- Ako vidím miesto Slovenska v Európskej únii (How I see the place of Slovakia in the EU - a poster of an essay competition)

- Rozširovanie EÚ - často kladené otázky
- (EU enlargement - FAQ)
- Cieľ Európa (Target Europe- a monthly television programme
- and video tapes

SLOVENIA

- Skupna kmetijska politika (Common Agricultural policy, leaflet)
- Širitev Evropske unije 2. Izdaja. (Enlarging EU, leaflet)
- Plakat komisarjev 2000-2005 The European Commission 2000-2005, A4 format poster)
- Brošura Center Evropa (Center Evropa , info centre's promotional brochure)
- Evropska unija na kratko (EU in short, brochure)
- Informacijski strežniki in baze podatkov EU (EU Information Servers and Data Bases, leaflet)
- Kdo je kdo? Slovenija in EU (Who is who, Slovenia and EU, brochure on EU info providers in Slovenia)
- Socialna politika in politika zaposlovanja EU (Social Policy and Employment, leaflet)
- Podjetniška politika EU (EU Enterprise Policy, leaflet)
- Schengenski sporazum in "Območje brez meja" (Schengen Agreement and "The Region within the limits", leaflet)
- Informacijska družba >> Družba prihodnosti (Information Society >>Society of the Future, leaflet)
- Notranji trg in štiri svoboščine (Internal market and four freedoms, leaflet)
- Varstvo zdravja in potrošnikov v EU (EU Health and Consumer Protection, leaflet)
- Regionalna politika EU in strukturni skladi (EU Regional Policy and Structural Funds, brochure)
- Euro pred vrati (Euro at the door, leaflet)
- Vprašanje in odgovori o evru (Questions and answers on euro, leaflet)
- Poster Center Evropa 1 "Center Evropa vas vabi na... "(CE invites you to...)
- Poster Center Evropa 2 "Center Evropa ponuja..."(CE offers...)

TURKEY

- Common market
- Institutions of the E.U
- European Union and World Trade
- E.U. Competition Policy
- ABC of the Community Law
- European Community and the Human Rights
- Europe in ten lessons
- European Commission 1995-2000
- European Integration
- Community Science and Research Policy
- Euromediterranean Partnership- Barcelona Declaration
- Education and training
- Promoting a Social Europe
- The MED Programmes handbook
- Activities towards SME and Craft Sector
- The Information Society
- European Union Databases Directory
- The European Union and Human Rights in the World
- Europe at the service of regional development
- European Union- Turkey /Custom Union Agreement
- Working on the Social Policy
- Towards Sustainable Human Settlements- Habitat II
- Research Funding in the E.C
- The Budget of the European Union: How is your money spent?- 1997
- How is the European Union Protecting our environment?
- When will the 'EURO' be in our pockets?
- How does the European Union Manage Agriculture and fisheries?

- European Union Common Foreign and Security Policy
- Euro-Mediterranean Partnership
- The European Union- What's in it for me?
- How is the European Union Meeting Social and Regional Needs?
- Women, Actors of the Regional Development
- European Union and Environment
- Quest - Questions and answers on Euro and European EMU
- Competitions in telecommunication : Why and how?
- Euro-Mediterranean Partnership - Investment to the Peace and the Stability (tr)
- Enlargement of the EU - From Europe six to Europe fifteen
- EU Policy on Justice and Home Affairs
- EU Energy Policy
- EU Tourism Policy A19
- EU-Turkey Customs Union
- Community Law
- EU Enlargement -a historical opportunity (translation on web)
- Overview to non governmental Organisations (NGO) in the EU and Turkey
- EU Competition Policy
- EU Social Policy and Employment
- EU Institutions
- EU Agricultural Policy and Turkey
- EU Consumer policy
- EU Regional Policy
- EMU and EURO
- EU Public Procurement
- EC Information Network in Turkey
- Eu-Turkey Customs Union FAQ(2001)
- Enlargement of the EU - Candidate Countries in facts and figures

- European Union : Still enlarging (translation on web)
- Practical Guide to EC external aid contract procedures
- FAQ on Common Foreign and Security Policy
- The Euro is Coming (1 January 2002)