



8 COMMUNICATION

To mark the 25th anniversary of the establishment of Národná banka Slovenska (NBS), several events were held in 2018. In May the bank hosted a symposium attended by current and former members of the NBS Bank Board and by representatives of Česká národní banka (ČNB) and the academic community. In the same month, many NBS staff took part in a symbolic 25 km hike. In June the bank organised an international conference entitled “The Challenges for Central Banking”, whose participants included representatives of central banks, the Slovak Finance Ministry and other leading financial and economic institutions. The anniversary-themed events culminated with the NBS Open Day in September, when more than 4,000 members of the public took the opportunity to take a tour inside the bank’s main building. In the exhibition room of the same building, a total of six exhibitions were held during the course of the year, displaying works by domestic artists and by the naive artists of Kovačica (Serbia).

The bank’s communication activities centre on providing technical and general information on current developments in the Slovak and European economies and on the activities of financial market participants. The information is variously aimed at professionals, the general public, research and educational institutions, and the media. The bank looks to provide regular, reliable, transparent and timely information on monetary policy decisions, macroeconomic developments, financial market supervision, payment systems, foreign exchange operations and the management of foreign reserves, and the issuance of euro banknotes and coins.

The bank may be contacted by email at the addresses provided on its website. In 2018 it received 3,455 emails, including requests for information, suggestions, and complaints (about supervised entities). A total of 2,890 emails were received at the addresses dedicated to communication with the public: info@nbs.sk and webmaster@nbs.sk. Another 51 were requests for information under the Freedom of Information Act (No 211/2000), received at infozakon@nbs.sk. The rest, 514, were received at the address

for media enquiries, press@nbs.sk. The bank also fielded enquiries by telephone and from people who came to its main building in person.

PUBLICATIONS

Through its technical publications published in Slovak and English, NBS provides information and analysis from its main fields of activity. In 2018 these publications included the Annual Report, Financial Stability Report (biannual), Analysis of the Slovak Financial Sector, Monthly Bulletin, Report on the International Economy (quarterly), Report on the Slovak Economy (quarterly), Medium-Term Forecast (quarterly), and Statistical Bulletin (quarterly).³⁰ The bank also published five working papers,³¹ 13 Analytical Commentaries, and 148 Flash Commentaries. On the basis of the Eurosystem/ESCB principles of multilingual communication, NBS participates in the drafting of Slovak language versions of ECB official publications. In 2018 these Slovak texts included the ECB Annual Report, the ECB Annual Report on supervisory activities, the ECB Convergence Report, and four editions of the ECB Economic Bulletin,³² all of which are available on the NBS website in PDF format and also include QR codes to further improve their accessibility.

Printed information materials are another of the NBS’s important communication tools. In 2018 the bank published eight leaflets accompanying the issuance of collector coins, a document entitled “Vybrané ekonomické a menové ukazovatele SR” (Selected Economic and Monetary Indicators of Slovakia), and a booklet entitled “Slovenské zberateľské a pamätné mince 2009 – 2017” (Slovak collector and commemorative coins 2009–2017). In addition, as part of its efforts to promote financial literacy, the bank produced a financial guide for senior citizens, called “Všetko, čo by ste mali vedieť o peniazoch” (Everything you should know about money), and expanded its public information material “Poznaj svoje peniaze” (Know your money). The bimonthly banking journal *Biatic*³³ has been a key part of the bank’s publishing activities since 1993. Published on the NBS website, *Biatic* articles analyse, evaluate, and theorise about developments in the areas of monetary policy, macroeconomy, and financial market supervision.

³⁰ <http://www.nbs.sk/sk/publikacie/publikacie-nbs>

³¹ <http://www.nbs.sk/sk/publikacie/publikacie-vyskumu>

³² <http://www.nbs.sk/sk/publikacie/publikacie-ecb>

³³ <http://www.nbs.sk/sk/publikacie/biatic-odborny-bankovy-casopis>



WEBSITE

The development of the NBS website in line with current digital trends continued in 2018. Several sections of the website were modified to make their pages clearer and more navigable and their content easier to understand. Among them was the financial consumer protection section, where NBS warnings to the general public are published. At the same time, the bank continued to analyse ways in which it could further develop and innovate its web pages. The website was equipped with a new SSL certificate in 2018 in order to increase its security and reliability. In 2018 the website had more than 2.6 million visitors and over 16 million page views.

EDUCATIONAL ACTIVITIES, COMPETITIONS AND CAMPAIGNS

For primary school, secondary school and university students, NBS organises talks on the main tasks of the central bank and on such topics as the euro currency, banknote and coin security features, Eurosystem monetary policy and the Slovak banking system, and financial consumer protection. It also holds workshops aimed at promoting financial literacy. In 2018 these talks and workshops were visited by almost 3,200 students from 106 schools and universities. At the same time, the number of students visiting the bank's permanent exhibition – “Od slovenskej koruny k euru” (From the Slovak koruna to the euro) – continues to increase steadily.

Generation Euro Students' Award

The seventh edition of the ECB's annual Generation Euro Students' Award, held in 12 countries including Slovakia, was completed in 2018. Slovakia regularly ranks among the countries with the highest number of participating teams relative to national population. A total of 114 teams

from Slovakia entered the 2018 competition and the Slovak final was held on 23 March 2018.

NBS Open Day

An Open Day was held at NBS's main building on 22 September, and like previous such events, it attracted considerable public interest. This Open Day highlighted the fact that NBS was marking its 25th anniversary in 2018. Visitors had the opportunity to put questions to the NBS Governor and to view the room where the Bank Board meetings are held. Among the other attractions were a preview of the new €100 and €200 euro banknote designs, a presentation of counterfeit currency, and a display of rare exhibits from the NBS Archives.

Information campaign for the new series of euro banknotes

On 17 September 2018 the ECB unveiled to the public the new €100 and €200 banknotes which will complete the Europa series of banknotes when they enter into circulation on 28 May 2019. The Slovak public had the opportunity to see the new banknote designs at the NBS Open Day – at an ECB information stand giving out the first information materials on the new banknotes.

INTERNAL COMMUNICATION

NBS continued to develop its internal communication activities in 2018. These are aimed at informing the bank's employees about important facts that affect their work and also at ensuring their active involvement in NBS matters. A number of internal campaigns for NBS staff were conducted during 2018. The bank's intranet is a key tool of internal communication, and in 2018 it was upgraded with new modules. In order to strengthen bilateral employer-employee communication, NBS staff were surveyed twice in 2018: once about their satisfaction with the intranet and once about



their satisfaction with staff benefits. During the year NBS staff took part in several internal events aimed at strengthening team spirit through the combining of work and leisure activities. One event entitled “Charity Christmas Market” featured the sale of sheltered workshop products, with the proceeds going to people with disabilities.

REGISTRY AND ARCHIVES

The NBS registry staff ensure and oversee everything related to the maintenance of the bank’s registry records. Since 2016 the efficiency of this work has been improved by an e-office file management system. In 2018 the functionality of this system and its user support was further developed. In 2018 the registry staff examined and received from NSB employees 5,200 complete files recorded in the e-office system.

As for the NBS Archives, in 2018 their staff were involved in the preparation of a nationwide exhibition entitled “Towards Slovak Statehood” organised under the aegis of the Slovak Interior Ministry and in cooperation with the K 13 Košice Cultural Centre. The exhibition was devoted to the 100th anniversary of the former Czechoslovak Republic, the 50th anniversary of the Prague Spring, and the 25th anniversary of the establishment of the Slovak Republic. The exhibition included a separate display of materials from the NBS Archives which documented monetary developments in Slovakia over the period 1918–2008.

As part of ongoing improvements to services provided to the public, 2018 saw the further expansion of the electronic recording of archival fonds and collections and of their processing in an independent information system. In 2018 the NBS Registry and Archives Section handled 162 external and internal requests, including requests for information, for permission to conduct research, for data retrieval, and for certified copies of documents. Most enquiries concerned documentation about various properties and about personages in the history of the Slovak financial sector.

DOCUMENTATION CENTRE

The NBS Documentation Centre provides NBS employees with library and information services, including research, consultation and lending services. The library’s online catalogue contains more than 156,600 bibliographical entries, mostly from the economic and financial literature. In



2018 the Centre processed more than 2,769 new documents requested by NBS employees for the purposes of their technical and analytical activities in the areas of financial systems, financial supervision and regulation, monetary policy, EU policy, statistics, and law and jurisprudence.

The Centre provides access to e-books and articles from specialist databases, as well as online access to domestic and foreign press. Among the external users of the Centre’s information services are professionals from Slovakia and students from universities at home and abroad (mainly students studying economics or law). The Centre’s communication with the public consists mostly of research queries on banking and economic topics (186 in 2018).

In 2018 members of the Centre’s staff gave a presentation about their professional experience at an ESCB international conference held at the Maltese central bank and at an international conference in Saint Petersburg (Russia).

MUSEUM OF COINS AND MEDALS IN KREMNICA

Administered by Národná banka Slovenska, the Museum of Coins and Medals in Kremnica maintains collections containing almost one hundred thousand items. The most interesting items are on public display at the Museum’s permanent exhibitions, including “Two Faces of Money: Money and Medal-Making in the History of Slovakia”, “The Town Castle with St Catherine’s Church”, and “The Charm of Stoneware Gardens: The Kremnica Stoneware Factory between 1815 and 1956” (at the Townhouse).

In 2018 the Museum issued two publications: “Kremnické čipkárské školy 1888–1953” (Krem-



nica Lacemaking Schools 1888–1953) and “Matej Bel – Dejiny mesta Kremnice” (Matej Bel – A History of Kremnica). The Museum also co-organised four specialist visiting lectures separately with the Society for Human Studies, the Slovak Historical Society at the Slovak Academy of Sciences, and the Institute of History of the Slovak Academy of Sciences. In 2018 the Museum Gallery hosted five art exhibitions: “Mať tak o koliesko viac!” (If only to have a screw loose!); “Giorgio de Chirico – Marc Chagall: PRÍBEHY” (STORIES); “Kremnické gagy 2018” (Kremnica Gags 2018); “Cesta kremnickej čipky” (The journey of Kremnica lace), and one exhibition of two artists’ work organised as part of international academic co-operation. A further two exhibitions were presented at the Two Faces of Money exhibition: “24. ročník Medzinárodného sympózia umeleckého šperku Kremnica 2018” (24th International Symposium of Jewellery Art – Kremnica 2018); and “Vznik Československej republiky 1918: Kremnická mincovňa a jej postavenie v novom štáte” (The 1918 Establishment of the Czechoslovak Republic: the Kremnica Mint and Its Position in

the New State) (this exhibition runs until 30 June 2019).

Most of the events organised by the Museum are accompanied by educational programmes and creative workshops. With 2018 being the 25th anniversary of Národná banka Slovenska, the Museum ran a series of 25 free admission days to selected exhibitions over the course of the year. In 2018 the Museum again participated in the annual “Night of the Museums”, an international event that takes place in Slovakia under the name “Noc múzeí a galérií” (Night of the Museums and Galleries). In summer the Museum held a series of family events: “The Charm of Ceramics”; “Spectres at the Castle”; “Picnic at the Castle”; and “Museum Stories”. As part of European Heritage Days, a Europe-wide event with the motto “Europe – a common heritage”, the Museum held a finissage of the Charm of Stoneware Gardens exhibition. Also in 2018 the Museum organised an educational community project for senior citizens, entitled “Jeseň v múzeu” (Autumn at the Museum). In November the Museum hosted a poetry event as part of the international travelling poetry festival “Pars Poetry 2018”. The end of the year saw a number of Christmas events at the Museum, including an Advent concert at the Town Castle accompanied by Christmas mini-markets (with live nativity scene), and a special holiday event entitled “Rozprávkové Vianoce” (Fairytale Christmas). The Museum’s programme of events for the year was rounded off with five concerts at St Catherine’s Church.

During 2018 almost fifty thousand people from Slovakia and abroad visited the Museum’s various exhibitions and events.

9 LEGISLATION

Národná banka Slovenska (NBS) produces legislation in accordance with its legislative competences under Article 30 of Act No 566/1992 on Národná banka Slovenska, as amended (‘the NBS Act’). If NBS drafts any primary legislation concerning currency circulation, it is required under Article 30(1) of the NBS Act to submit the draft legislation to the Slovak Gov-

ernment. NBS and the Slovak Finance Ministry jointly submit to the Slovak Government any draft primary legislation concerning payment systems, payment services, or the financial market (including the banking sector and the role and remit of NBS). The central bank’s legislative competences also encompass the drafting and issuance of secondary legislation