



BENELUX TRADEMARKS OFFICE
BENELUX DESIGNS OFFICE

The Benelux Offices on the move,
a journey of discovery

ANNUAL STATEMENT 2002





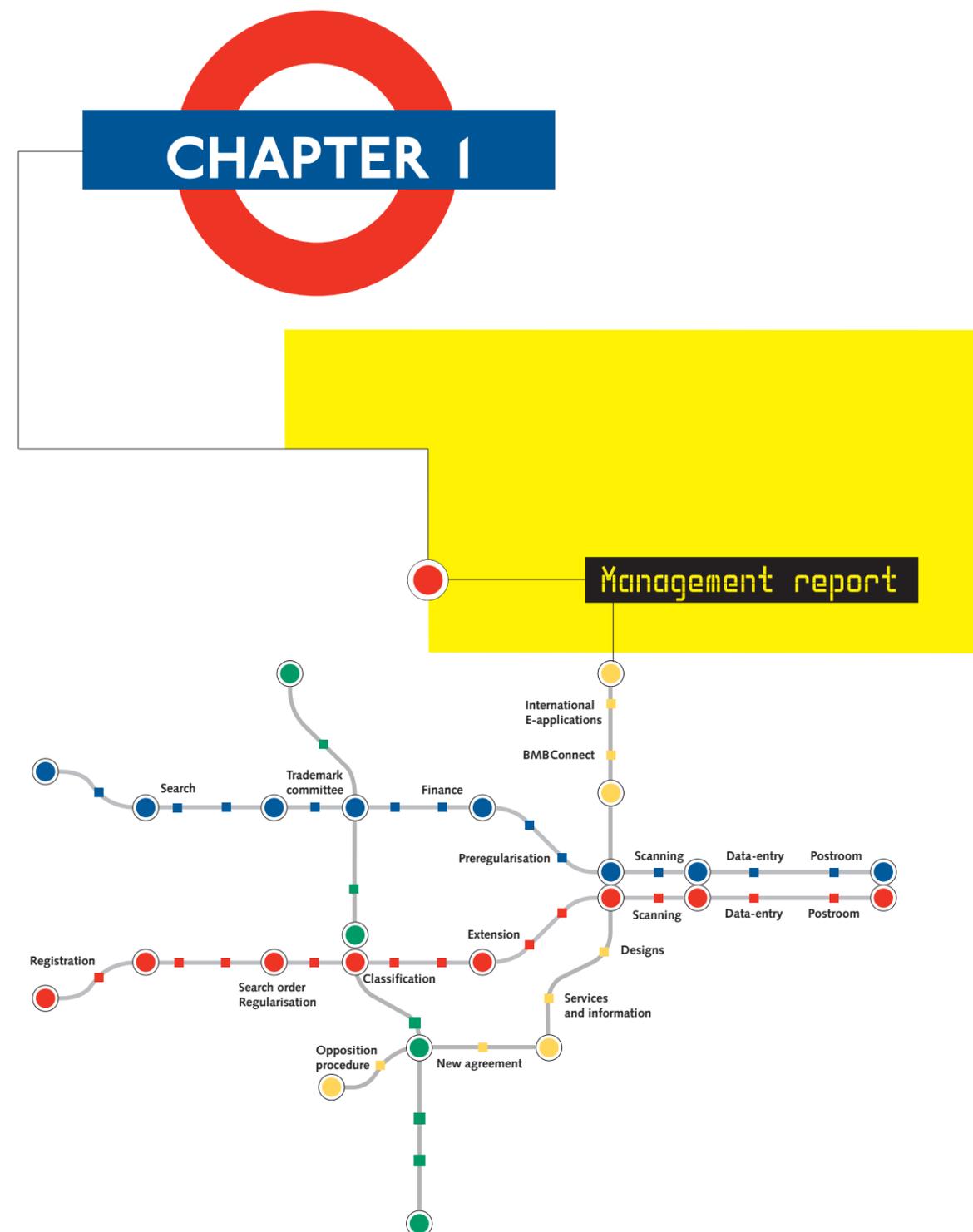
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I. MANAGEMENT REPORT

Under the slogan "The Benelux offices on the move", 2002 was a year of complete upheaval: the Benelux Trademarks Office and the Benelux Designs Office adapted themselves to the changing world of intellectual property and organised an open day as the high point of the year, once again emphasising that office staff are at the service of customers.

The preparatory work for a new Benelux treaty on intellectual property to ensure modern management in the offices and greater responsibility for their managers was completed at a quickened speed in agreement with the three member countries. The introduction of an opposition procedure as from 1 January 2004 became reality and in this case, too, good progress was made in establishing implementation procedures in collaboration with the relevant bodies in the three Benelux countries.

There was a great deal of investment in automation and information technology and the first fruits of this, such as the online register and BMBConnect, look set to be a success. This once again shows the dynamism of the Benelux Office and its ambition to play a leading role in protecting intellectual property.

Special attention was paid to the welfare, training and counselling of the staff, in order to increase quality and motivation and optimise customer-friendliness and the service-oriented nature of the organisation.

Thanks to a great deal of consultation and everyone's personal commitment to a new a new organisational structure, the principle of one application to be handled by one member of staff will be realised during 2003. The staff in question have invested a great deal in their training without placing the performance of their day-to-day activities at risk.

This annual statement is proof of the change in culture, enabling the staff themselves to become directly involved in drafting and a number of staff to give their views on the material for which they have taken responsibility.

The result for the past financial year, 2002, is less favourable in the final analysis. The number of trademark applications stood at 22,799, representing a drop of 2.6% in relation to 2001. The number of applications for drawings and designs stood at 3,155 and the number of I-filing envelopes finally stood at 418. The Benelux offices certainly did not do badly in an international context, despite the unfavourable economic climate. But the Benelux Trademarks Office was also on the move in terms of its financial results. The figures show that the number of employees fell by about 10%. The resulting cost saving and the increase in charges as at 1 January 2003 should ensure that the Benelux Trademarks Office regains its financial equilibrium in 2003.

I would like to take this opportunity to thank all the staff for all their efforts and for taking responsibility for the further modernisation of our offices.

I. MANAGEMENT REPORT



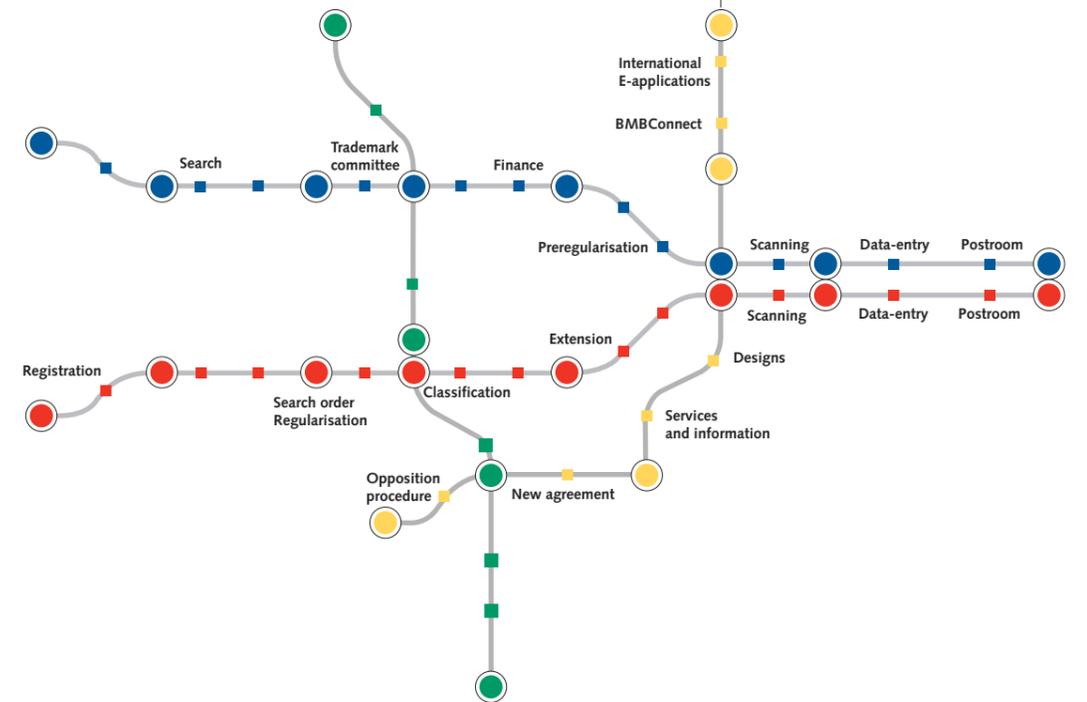
From left to right: Dick Verschure, Edmond Simon and Lucien Van Boxstael



Open day - 5 July 2002

CHAPTER 2

Legislation and registration



2.1 Introduction

Karin Winkel
Head of Registration
and Information Department

As far as the Law Enforcement Department was concerned, 2002 was dominated by the need to prepare for the reorganisation to come in 2003. One important aim of the new organisational structure was to make processes more rational to enable the future Law Enforcement division to take up the new task of opposition.

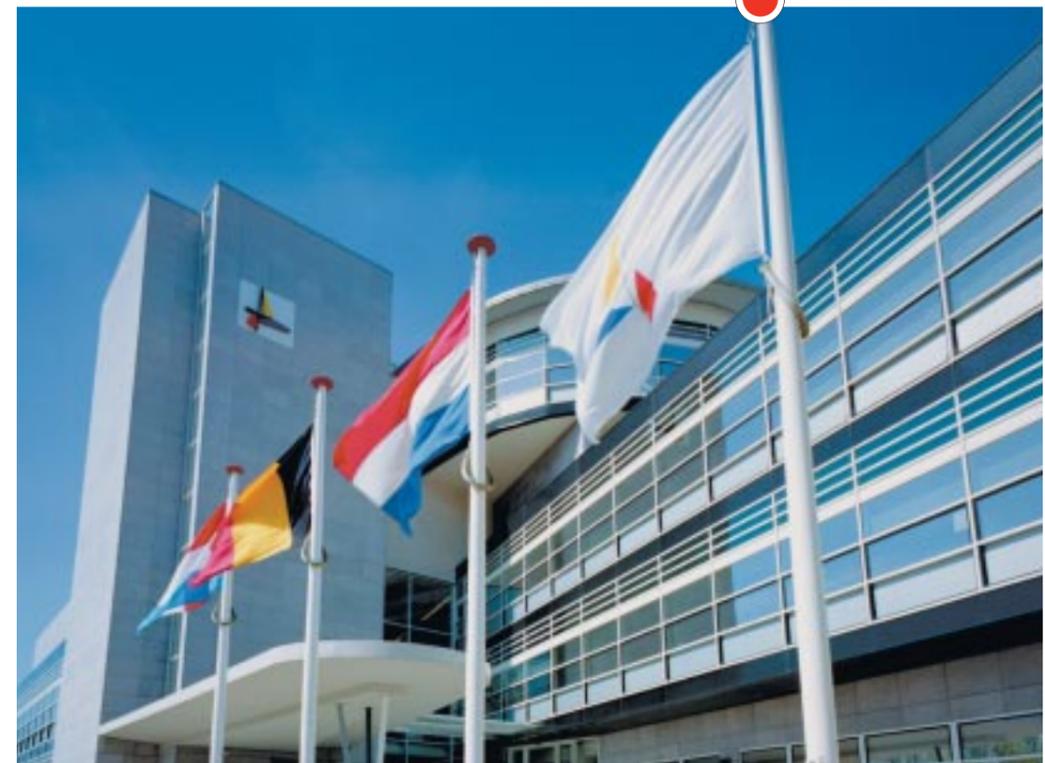
In addition, last year, a great deal of work was put into preparing for a new Benelux treaty relating to intellectual property (trademarks and designs).

To conclude, there is a brief summary of the most important jurisprudence during the past year in connection with refusal on absolute grounds.

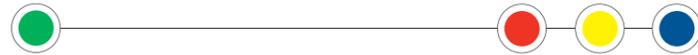
«One important aim of the new organisational structure was to make processes more rational to enable the future Law Enforcement division to take up the new task of opposition.»

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- New opposition task
- Benelux treaty
- Refusal of trademarks



The Benelux Trademarks Office and the Benelux Designs Office



2.1. The new task of opposition

Paul Laurent
Head of the future Opposition
Department

«In 2002 the trademark opposition
procedure became firmly established
in the Benelux»



2002 was the year in which the opposition procedure became firmly established. The year 2002 actually started early, on 11 December 2001, when the protocol containing an amendment to the Benelux trademark law was adopted. This protocol was one of the factors leading to the introduction of an opposition procedure in Benelux.

The opposition procedure will make it possible to actively settle trademark disputes cheaply and at an early stage, in the interests of both parties.

Full attention is now being given to drafting rules of implementation during preparation for the application of the opposition procedure. The Benelux Trademarks Office has requested the relevant bodies to make their wishes known about this. The opposition systems of other countries have been thoroughly researched and visits have been made to a number of trademark offices, including the OHIM. A note on the ideas of the relevant bodies and an initial draft of the implementation regulations were prepared at the end of 2002, on the basis of the information received.

Other preparations have been completed. The Opposition/Automation working group started to think about the automation aspects of opposition processing.

One of the aspects considered in connection with this was the possibility of submitting oppositions via BMBConnect and of exchanging documents between parties and the Office electronically. The Route working group dealing with this started to think about the place of the opposition procedure within the trademark application process. Functional profiles were prepared and used as a basis for classification. Initial discussion and initial estimates focused on the number of oppositions to be expected and on determining charges in relation to opposition costs, taking account of the workload and productivity standards. A schedule was determined for preparations based on the date on which the opposition procedure is to come into force.

In 2002, the relevant bodies concretely demonstrated their interest in this new procedure, in part by drafting a document setting out the wishes of the BMM [Benelux Association of Trademark and Design Law], their numerous questions on numerous occasions and their participation in force in three sessions concerning the opposition procedure, which were held in connection with the Open Day on 5 July 2002. This interest is certainly the most tangible evidence of the success of the opposition procedure.



2. LEGISLATION AND REGISTRATION

2.3. The Benelux treaty on intellectual property

Camille Janssen
Lawyer

The work of IMI PIC, the official legislative consultative body with regard to intellectual property in Benelux, almost entirely concerned itself with the preparation of the new Benelux treaty in 2002. This new treaty, which is now referred to as the "Benelux treaty on intellectual property (trademarks and designs)" is to replace the treaties set up by the Benelux Trademarks Office and the Benelux Designs Office. The two uniform laws will also be replaced by the new treaty.

The new treaty will make good a number of shortcomings in the current situation. The treaty has advantages for legislation, in that obligatory amendments arising from European directives and international treaties can be implemented using an accelerated procedure. It will now be possible for the Committee of Ministers of the Benelux Economic Union to adopt such amendments, without the need for separate parliamentary approval. Such approval is, of course, required for amendments that do not arise from international obligations to which the three countries have already given their agreement.

The Benelux offices will also have more freedom of action as organisations. The two organisations currently have very limiting terms of reference. The new treaty is designed to be much more modern and gives the

offices the space they will need to develop in the world of intellectual property, which is changing very rapidly. It will formalise informal situations that seem to work well. These amendments are included in Section I.

The old wording of the uniform laws has been used as a basis for the codification of existing law in sections II (trademarks), III (designs) and IV (Community provisions) of the treaty. An attempt has also been made to clarify and improve the structure of the existing texts of the uniform laws, which have undergone numerous amendments over the years. The initial remit, which was only to codify existing laws, was also one of the hindrances, which has now been overcome to a considerable extent.

The main work has been completed. As soon as the protocol relating to priority rights and exemptions has been completed, the treaty can be ratified. A start can then be made on setting up the Benelux Intellectual Property Organisation.



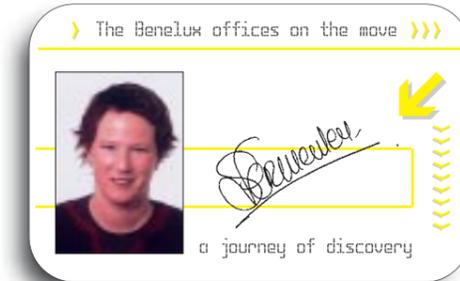
2. LEGISLATION AND REGISTRATION

2.4. Refusal of a trademark on absolute grounds

Cocky Vermeulen
Lawyer

After the upheaval resulting from the judgement on word combinations in the "Baby-Dry judgement", which has now become well known (European Court of Justice in Luxembourg (ECJ), case C-383/99 P of 20 September 2001), the tide turned once again in late 2002, when the approach adopted in the Company line case (ECJ, case C 104/00 P dated 19 September 2002) seemed to contradict the Baby-Dry judgement and to constitute a complete return to the approach previously adopted by the Benelux Trademarks Office. The Court of First Instance (CFI) in Luxembourg seems to be following the latest approach of the ECJ in its most recent judgements (Kit Pro and Kit Super Pro, cases T-79/01 and T-86/01 of 20 November 2002; BiolD. Case T-91/01 of 5 December 2002; Real people, Real Solutions, case T-130/01 of 5 December 2002).

The Benelux Trademarks Office is continuing to be fairly cautious in its judgements for the time being. After all, two recent judgements by the ECJ on compound word trademarks have contradicted one another, at least as we understand them. The Benelux Trademarks Office will not be able to give up its cautious attitude until there is greater clarity concerning the approach adopted by the ECJ (perhaps after a judgement in the Biomild and Post Office case).



As far as colours are concerned, on 12 November 2002, A.G. Léger delivered an opinion on the Libertel-Orange case (case C-104/01 dated 12 November 2002) that surprised many people inside and outside Benelux. A judgement by the ECJ is now being awaited, in order to eliminate the uncertainty that has arisen as a result of the contradictory judgements by the Court of Appeal in The Hague concerning the colour Orange and of the Court of Appeal in Brussels concerning the colour Turquoise.

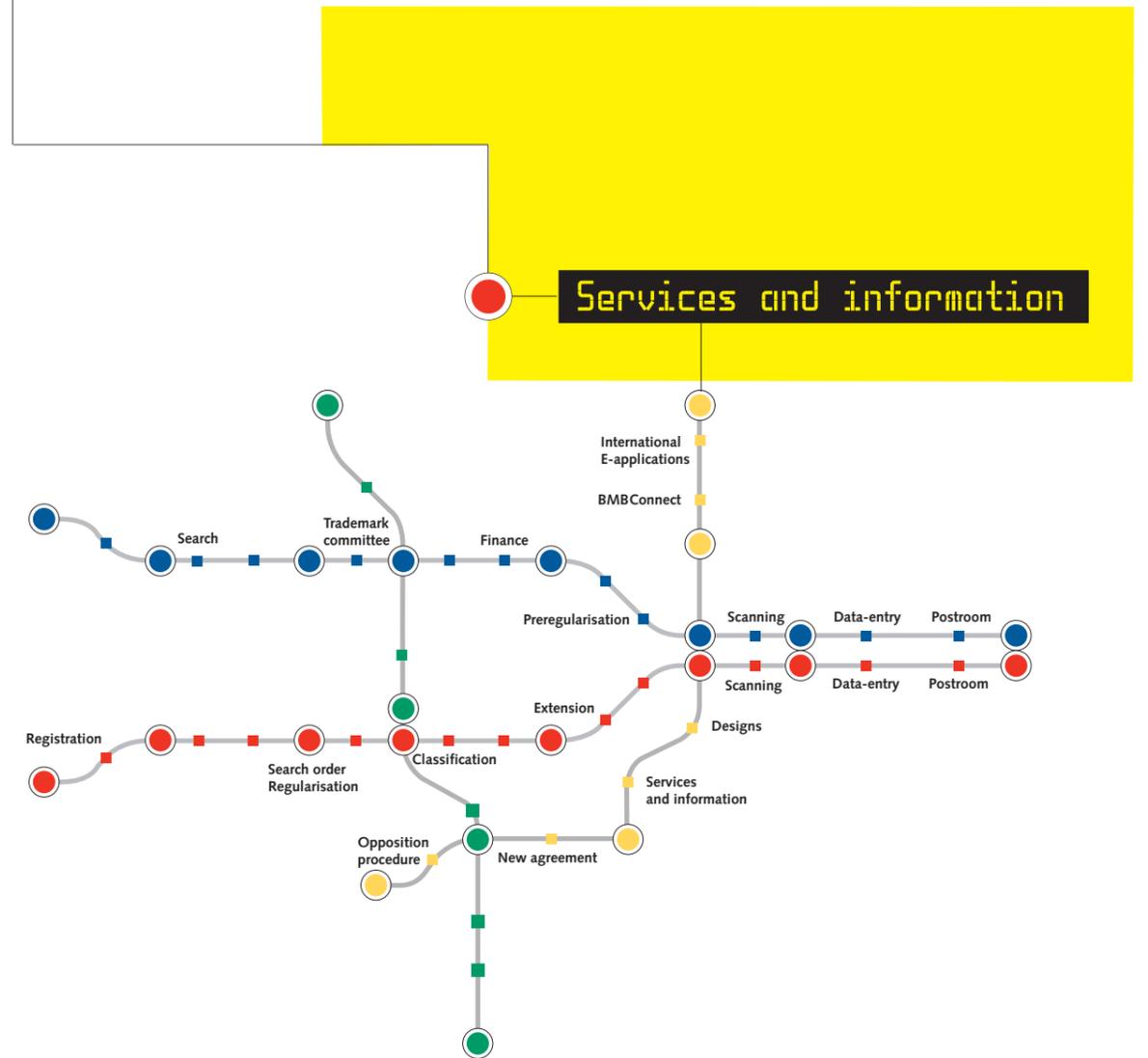
This year, six cases have been brought at the Benelux level, three before the Court of Appeal in The Hague, two before the Court of Appeal in Brussels and one before the Court of Appeal in Luxembourg. All these cases apart from one were won by the Benelux Trademarks Office. The period during which an appeal may be made to the Court of Cassation has not yet expired in two of these cases, an appeal has been made to the Court of Cassation in two of them and two of them have been settled.

It is therefore possible to conclude that 2002 was a busy year. It is to be hoped that 2003 will bring more clarity for everyone concerned.



Open day - 5 July 2002

CHAPTER 3



3.1. Introduction

Christel Heremans
Head of Sector



The reorganisation and streamlining of work processes within the Benelux Trademarks Office had a significant impact on information activities last year. One of the aims of the Benelux Trademarks Office was to inform trademark agents about the new structure of work processes, future changes in the law and the associated procedures. The Benelux Trademarks Office therefore organised an "Open Day" for trademark agents on 5 July 2002. This event was a great success, thanks to the commitment of all our staff. In addition to conveying useful information about the registration procedure, opposition and electronic filing using BMBCConnect (see chapter 5), it also enhanced mutual understanding and led to more intensive contacts between representatives and our staff.

The Benelux Trademarks Office and the Benelux Designs Office wish to create a solid basis for future collaboration with trademark agents. Information activities will be organised in close consultation with the BMM. The Benelux Trademarks Office will steer a new course in this area, too. We are joining forces to raise awareness of the importance of trademark protection. To extend knowledge of trademark protection, the Benelux Trademarks Office has collaborated with the WIPO in order to steer an international course with regard to the legal and administrative aspects of trademarks. In June, the Office therefore welcomed students from Azerbaijan, Barbados, Ghana, Indonesia, Kirghizia, Slovakia, Syria, Tanzania and Uganda.

In addition, various members of the staff of the Benelux offices gave talks and conducted tours for university and college students. Chambers of Commerce and forum organisers also drew on the services of the Benelux Trademarks Office to give talks to business people. The Benelux Trademarks Office also contributed to training courses by Stichting Opleiding Octrooigemachtigde [Patent Agents' Training Foundation - CPO] and the TMC Asser Institute.

The Benelux Trademarks Office and Benelux Designs Office took part in various fairs and information markets in 2002. Just as in previous years, it successfully collaborated with the Ministry of Economic Affairs, the Industrial Property Service in Belgium and the Innovation and Industrial Property Platform in the Netherlands.

«One of the aims of the Benelux Trademarks Office was to inform trademark agents about the new structure of work processes, future changes in the law and the associated procedures»

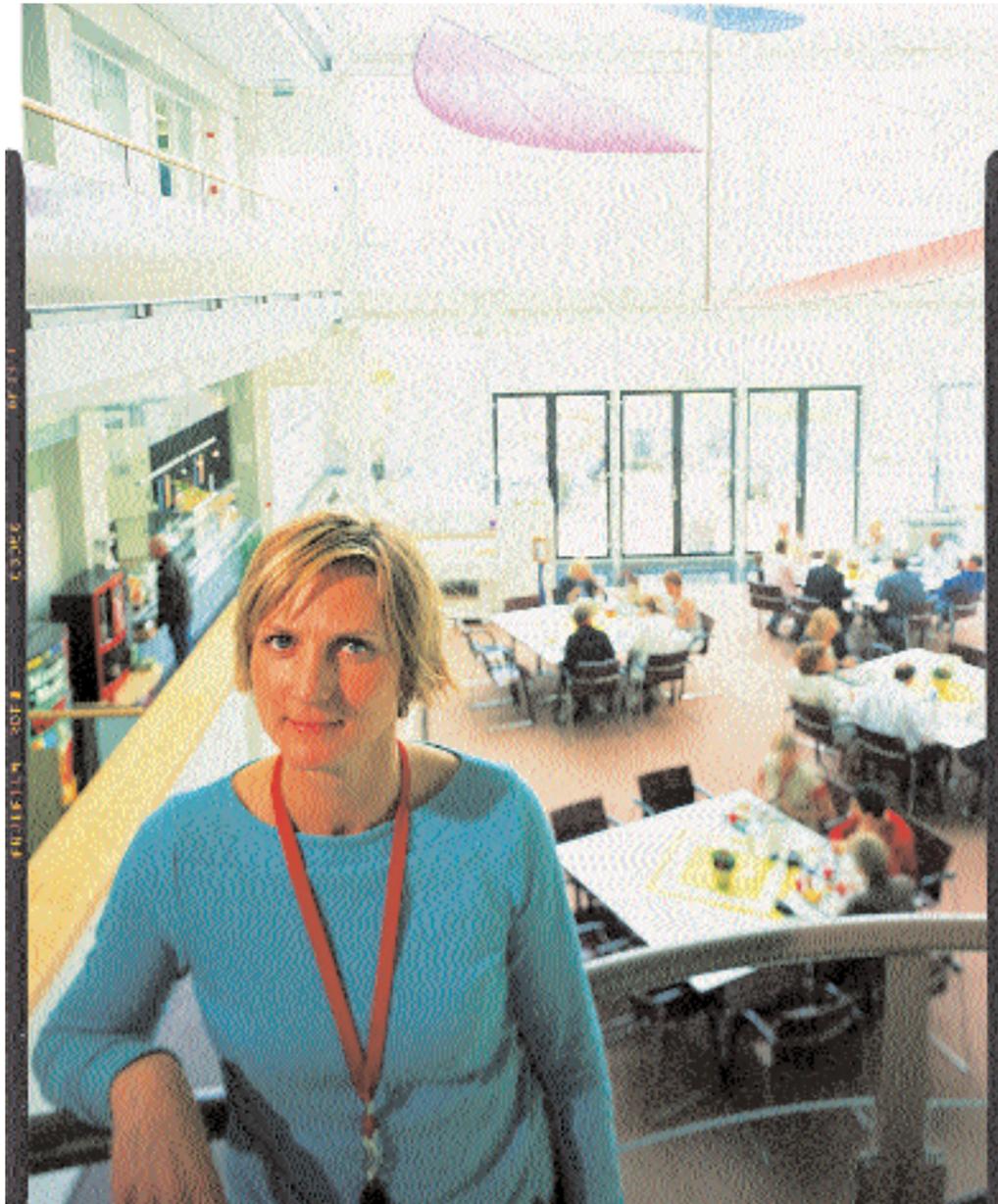
- Open day
- Training M.C. Asser Institute
- BTO "breaking out"





3.2. The Benelux offices on the move, a journey of discovery

Ingrid Van der Heyden
Senior Examiner
Open Day Team Member



On 5 July 2002, our office organised an Open Day taking as its topic: “The Benelux offices on the move, a journey of discovery”. It was based on developments relating to new legislation, the restructuring of business process and optimisation of the information and communication infrastructure.

The day was organised for trademark and design agents, trademark departments of companies, law firms, official bodies and organisations concerning themselves with innovations and industrial property rights. The programme was based on a “train journey”, which may take a number of different routes.

A website was developed specially to provide information and to be used for bookings for this event. Over 300 visitors were sufficiently interested to join us on this journey of discovery. The visitors could obtain an insight into our way of working from a trademark application inspired by this topic. They were assisted in this by all our enthusiastic staff, who did their utmost to shed light on every stage of the application.

At changeover points, the official guard offered information meetings on the new treaty, services, the opposition procedure, finding out about designs, BMBConnect and international e-applications.

It was a success and the platforms were full! Travel also means relaxing. There was a coffee corner or lounge bar on each floor. They provided an ideal opportunity to get to know one another in a relaxed environment with the soothing music of our house guitarist in the background.

When they had reached the end of the journey, the travellers were rewarded with a certificate showing that the trademark had been successfully registered.

Of course, the long journey was followed by a drink. As we enjoyed our drink, the Fiesta Flamenca band transported us through dance music to faraway Spain. The Open Day ended with a celebratory barbecue. Dutch, Belgian and Luxembourg specialties were served to the accompaniment of raindrops against canvas, but this did not dampen the sunny optimism of the participants.

«The Open Day programme was based on a ‘train journey’, which may take a number of different routes. Over 300 visitors were sufficiently interested to join us on this journey of discovery.»

3.3. Training at T.M.C. Asser Institute

Pieter Veeze
Lawyer



In November 2002, the T.M.C. Asser Institute organised a training course on EC legislation and practical training in intellectual property and other areas for a group from Bulgaria. The idea was that participants, who actually worked in the judiciary, would use what they had learnt to organise training courses in Bulgaria, and in so doing spread a knowledge of Community law throughout Bulgaria.

A member of the staff of the Benelux Trademarks Office gave a lecture on trademarks and designs. The experience gained in the Benelux countries of implementing EC directives in the area of trademarks (89/104) and designs (98/71), with implementation of the former directive in two stages (protocols of 2 December 1992 and 11 December 2001) clearly aroused the interest of participants.

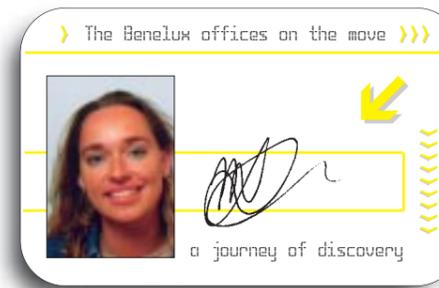
All in all, it was a very useful and instructive afternoon, both for participants and for the speaker, during which a large amount of practical knowledge and experience were exchanged in the pleasant setting of the Asser Institute.

«The idea was that participants, who actually worked in the judiciary, would use what they had learnt to organise training courses in Bulgaria, and in so doing spread a knowledge of Community law throughout Bulgaria.»



3.4. BTO "breaking out"

Marleen Kuiper and Jan Hart
Examiners



With regard to PR activities, this year, too, the offices have regularly maintained a presence with stands at various trade fairs. For example on 30 October at the Jaarbeurs Conference Centre in Utrecht, where "Breaking Out" was organised for the thirteenth time. "Breaking Out" is a fair for business people who are just starting out or are developing their business and has over 750 visitors per year. The organisers of this fair include the Association of Chambers of Commerce and the Ministry of Economic Affairs.

Business people who are just starting out are also an interesting target group for the offices. People starting new businesses are, in particular, concerned with marketing new ideas and products. A great deal of attention is also paid to the financial aspects of starting a business. It therefore comes as no surprise that some business people belonging to this category overlook one important aspect, i.e. the protection of trademarks and designs. The constant flow of visitors to our stand once again confirmed that many business people have questions about this.

Their questions relate to the difference between protecting trade names and trademarks, the procedures to be followed, the associated costs, the extent of the protection to be obtained, including international protection, and other matters. Our stand, together with the stands of Chambers of Commerce and the Industrial Property Office therefore offered visitors to the trade fair extensive information and a place where they could find answers to questions about industrial property.

This event once again showed that it is useful for our offices to break out of their own environment in order to reach out to customers and to provide information about our activities.

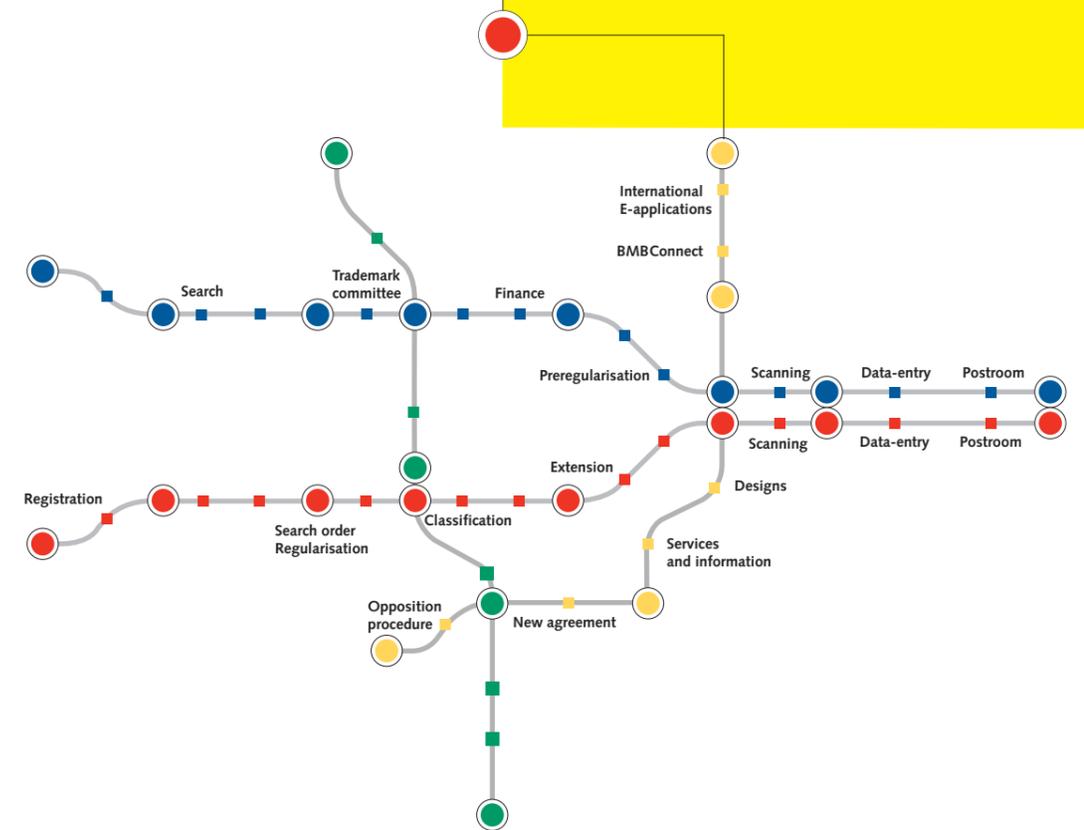




Open day - 5 July 2002

CHAPTER 4

Collaboration and exchange of know-how

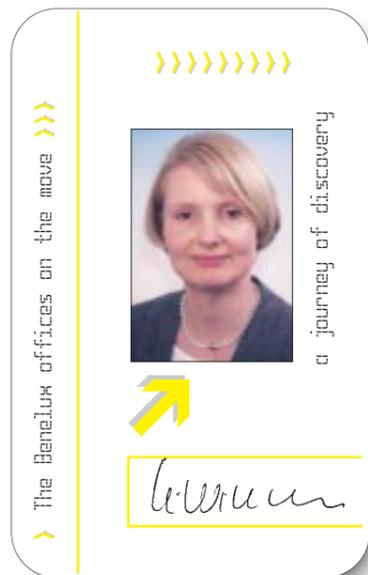


4. COLLABORATION AND EXCHANGE OF KNOW-HOW

4. Collaboration and exchange of know-how

Karin Winkel
 Head of Registration and
 Information Department
 Dick Verschure
 Director General Affairs

Once again, the Benelux offices played an active part in various consultation bodies at a European and international level during the year under review. It is not just that the law relating to trademarks and designs has become European law to a significant extent, since the case law in this area is in a constant state of development, making collaboration between countries essential.



- OHIM
- OHIM workshop
- WIPO
- Locarno

4. COLLABORATION AND EXCHANGE OF KNOW-HOW

4.1. Office for Harmonisation in the Internal Market (OHIM)

The annual liaison meetings within the Office for Harmonization in the Internal Market (OHIM) with representatives from the various European national authorities are, on the one hand, intended to deal with the substantive aspects of procedures and, on the other hand, to deal with automation problems, in order to improve the effectiveness of harmonisation and collaboration. One important topic of the liaison meeting (procedures) this year was refusal on absolute grounds, which is of interest now, in particular, in view of the upheaval that has been experienced in this area (see discussion of this topic elsewhere in this report). It is always very useful and instructive to exchange thoughts on these matters, which are of such great concern to all of us.

From 1 January 2003, the OHIM has been available for the filing of community design applications. A liaison meeting on this topic was held for the first time in September 2002, with discussion of the legislation relating to Community drawings and designs.

In addition to these more official meetings, the OHIM organises workshops on specific topics on a regular basis. These informal meetings give the staff of national authorities the opportunity to have detailed discussions with one another about matters arising from day-to-day activities. For example, in 2002 some of the staff of the Benelux Trademarks Office took part in workshops relating to the classification of goods and services and refusal on absolute grounds.

There was also a presentation of the approach adopted by the Benelux Trademarks Office so that a special working group could be set up to consolidate technical collaboration between the national authorities, the Benelux Trademarks Office and OHIM. This can be used as a framework, for example, to work on the standardisation of search reports and reach agreement on such matters as electronic filing, electronic publications, image recognition and the use of XML.



4.1.1. OHIM Workshop

Robert van Hall
Examiner

The “Refusal on absolute grounds and classification” workshop was held at the offices of OHIM in Alicante, Spain on 24 and 25 October 2002.

Eleven national offices were represented at this workshop in Alicante. They sent 20 representatives in total. Thoughts were then exchanged with the OHIM delegation about a number of topics relating to refusal on absolute grounds and the implementation of the 8th version of the Nice Classification. Marleen Kuiper and I represented the Benelux Trademarks Office. We (as examiners) were sent because of the training we are receiving in connection with the reorganisation of the Law Enforcement Department. The purpose of the workshop, which is held on an annual basis, is to harmonise the working methods of OHIM and the national offices by exchanging experience.

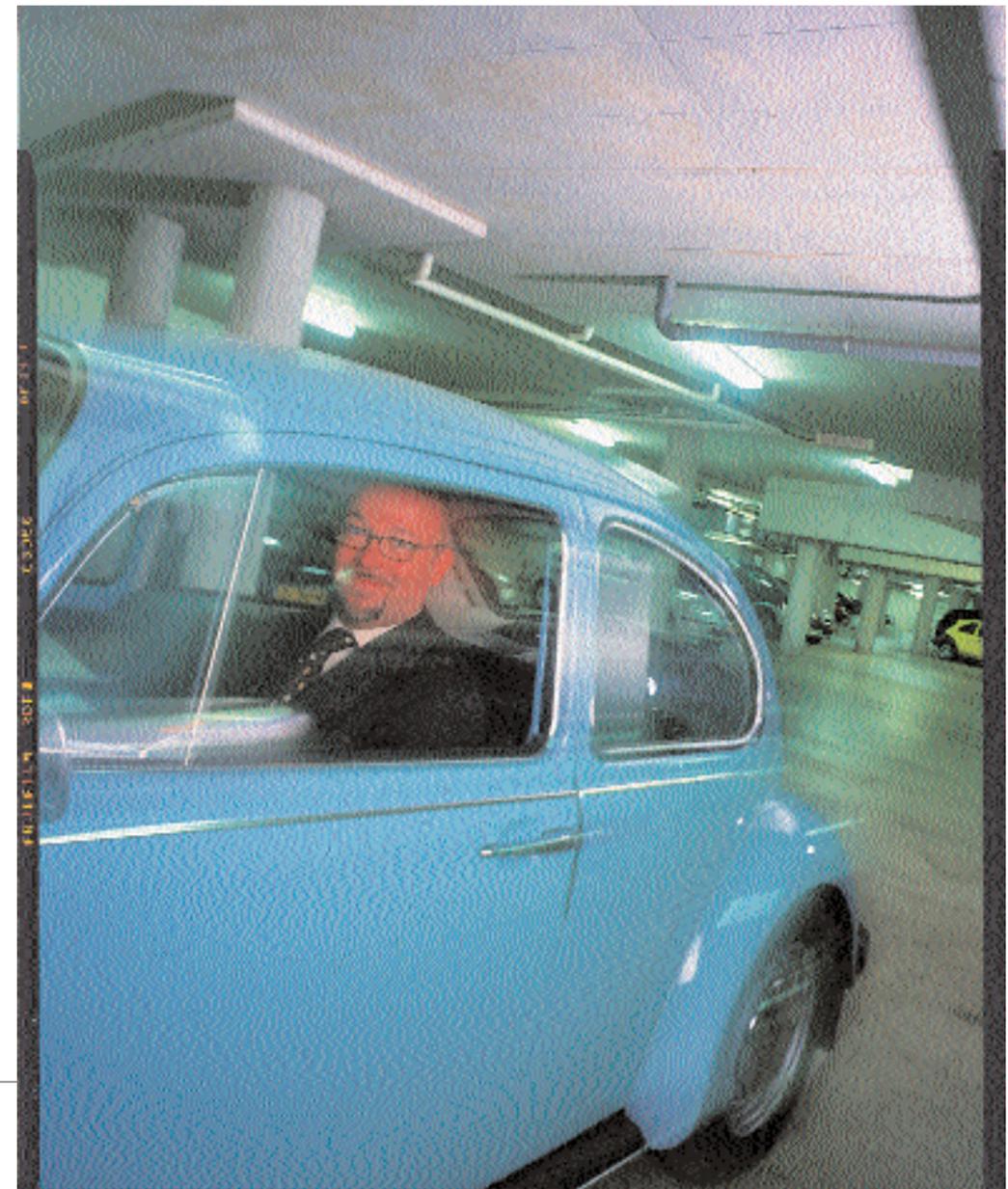
The agenda of the meeting included items relating to the implementation of the 8th version of the Nice Classification and refusal on absolute grounds.

The discussion of classification showed that the national offices are not applying the new version of Nice in a uniform way, in particular with regard to Internet-related services. This led to an interesting discussion, during which the delegation from OHIM, in particular, made a number of harmonisation proposals.

Most of the time was given over to “Refusal on absolute grounds”.

The topics for discussion were so-called “misspellings” (to what extent can an incorrectly spelt or unusually composed sign be a trademark?), patterns and designs, 3D trademarks (in the light of Philips/Remington), trademarks composed of a single colour, slogans, sound trademarks and the “Baby-Dry” case. During the presentations and the ensuing discussions, it became clear that the Benelux Trademarks Office pursues a liberal examination policy.

I found it very interesting and instructive to be able to exchange experiences with colleagues from other national offices and OHIM.



4. COLLABORATION AND EXCHANGE OF KNOW-HOW

4.2. World Intellectual Property Organisation (WIPO)



Each year, a working meeting has traditionally been held at the World Intellectual Property Organisation (WIPO) to discuss the International Classification of Goods and Services on the basis of the Nice Agreement, to which our representatives strive to make an active contribution.

Good progress continued to be made during the year under review, when electronic communication was further developed with WIPO. Now all data relating to international registrations applicable to Benelux is processed electronically, without exception. All applications from Benelux countries concerning international registrations are also processed electronically with the WIPO. The Benelux Trademarks Office is actually the biggest office in a very select group of official trademarks offices that handle all communication with WIPO concerning international applications and registrations completely electronically. The office is therefore grateful to WIPO for its expert and efficient co-operation in this area, which has made it possible to achieve a great deal in a relatively short time. It should also be pointed out that the Benelux Trademarks Office also takes part in the deliberations of the SCIT (Standing Committee on Information Technologies), the forum in which the international organisation reports on the progress of automation projects within the WIPO and reaches agreement on new proposals with treaty states. In addition to projects, it is also used as a forum for reaching agreement on technical standards, the security aspects of data transmission, electronic filing and other strategically important aspects of IT.

4.2.1. Locarno-agreement

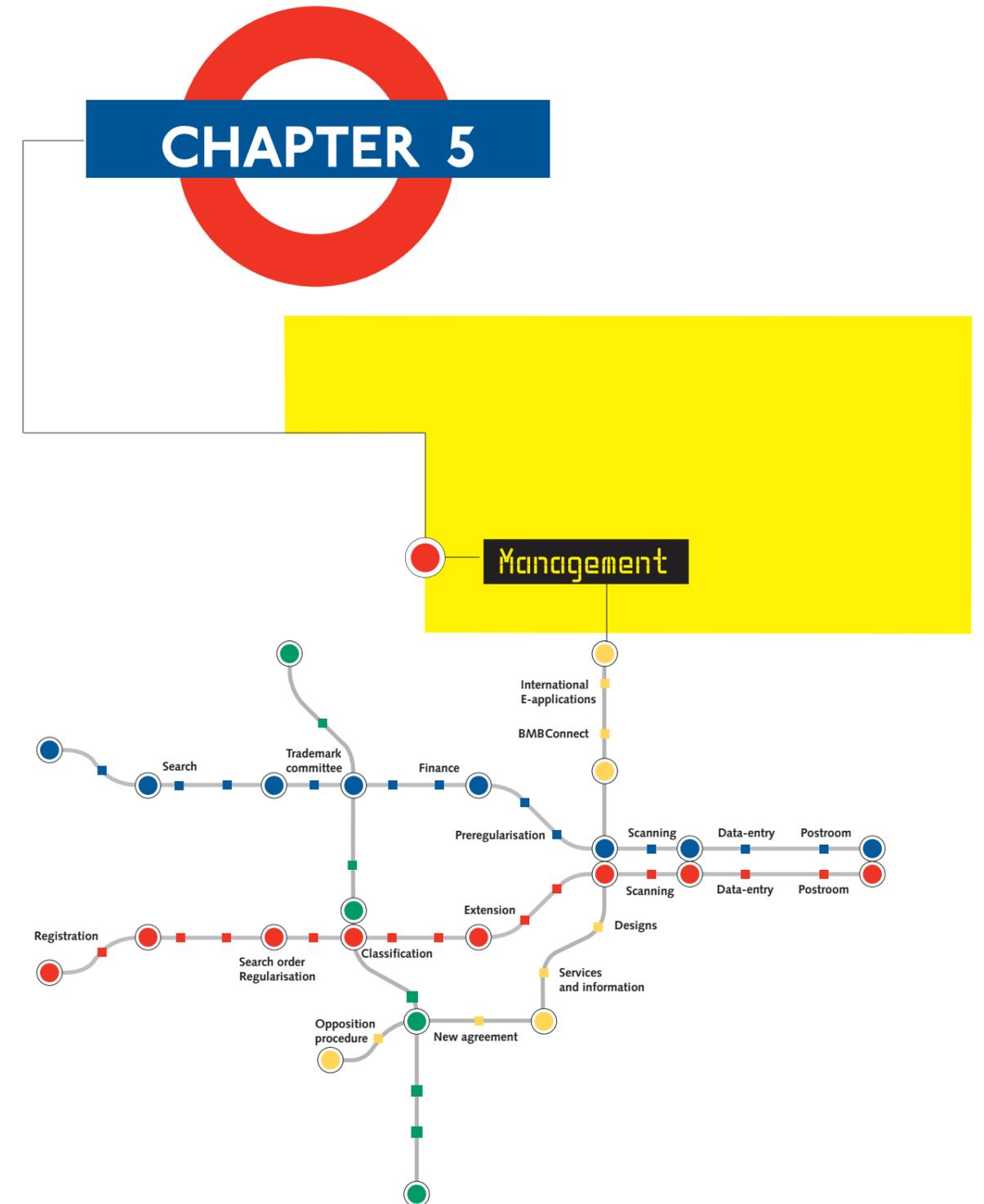
Patrice Clement
Head of the Benelux Designs Office

The Committee of Experts of the World Intellectual Property Organisation (WIPO) held a meeting in Geneva from 21 to 29 October in order to introduce amendments to the seventh Locarno classification.

The eighth version will become effective on 1 January 2004. The International Office will publish this version in English and French in September 2003. The Committee of Experts has decided that the next revisions will be made in between three and five years' time.

The advantages of the new version:

- new designations can be included in the classification more rapidly;
- obsolete goods will be eliminated more quickly;
- transfers of classes and sub-classes will be facilitated on a continuous basis; contacts and the exchange of information between the representatives on the Committee will be promoted.



5.1. Primary and secondary processes

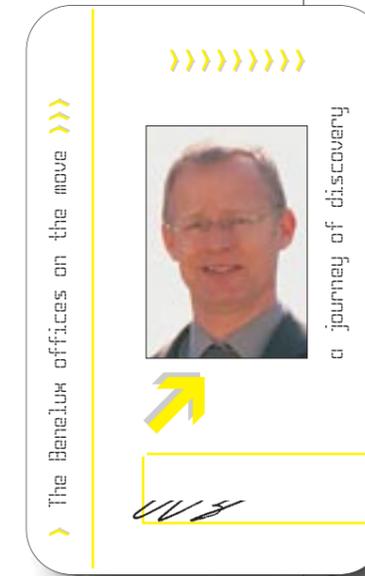
Dick Verschure
Deputy Director General Affairs

It is well known that the primary process within the offices is to a significant extent supported by automated systems, most of which have been developed internally. A significant proportion of them are controlled from a central database server. During the year under review, this server was replaced by a new version, which provides much greater opportunities for the application of new technologies. An Enterprise Storage System was also installed, which provides optimum growth potential and storage facilities for all available servers.

Taking the situation described above as a starting point, the office actively worked to improve the service and information provided for our customers. In January of the year under review, the registration data held by the Benelux Trademarks Office was made available online via the office's website. This quickly caused the number of visitors to the site to double and, as a side effect, a sharp drop in the number of CD-ROMs, and it is now also possible, via a link with the website, to apply the extensive search facilities of the Benelux Trademarks CD-Rom to Benelux Trademarks Office trademarks that have yet to be published.

Another very important development during the same year was the completion of BMBCConnect. Applicants and agents can use this system to file trademarks electronically, using data from their own databases. This significantly increases efficiency both for applicants and for the Benelux Trademarks Office. Within six months of the date on which it came into operation, over forty per cent of all applications were being filed electronically, and this percentage is still increasing on a weekly basis.

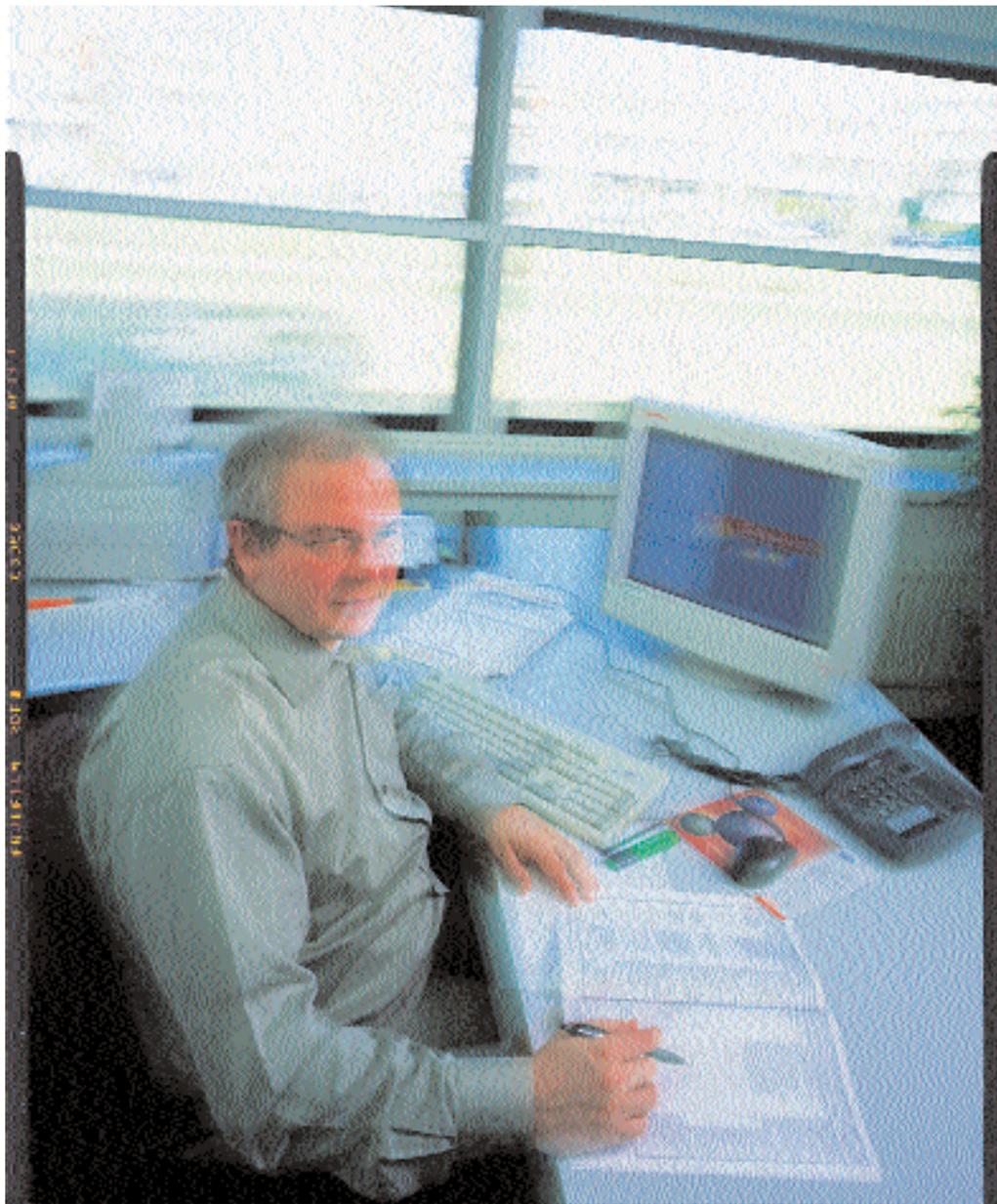
It is also worth noting that the monthly journal of the Designs Office was also published on CD-Rom during the year under review, resulting in a substantial cost saving. This made it possible to leave the charges of the Benelux Designs Office unchanged for the 19th successive year.



In addition to these improvements in the area of primary work processes, significant IT-related investments for secondary work processes were also made during the year under review, all of which were successfully completed on time and on budget. They related to replacement of the salaries system, the introduction of a staff information system and the implementation of a new bookkeeping system. The introduction of the new bookkeeping system enables holders of a current account with the offices to electronically check their accounts, and about forty current account holders now use this service. All these developments together are confirmation of the offices' good practice of successfully implementing new technologies, often in advance of other similar agencies.

-  BMBCConnect
-  Benelux Trademarks CD-Rom and on-line register
-  Staff information and salary system
-  Bookkeeping system





5.1.1. BMBConnect

Jean-Marie Putz
Head of the Process
Support Department

BMBConnect is intended to increase the efficiency with which data is exchanged between the Benelux Trademarks Office and its professional and non-professional users. The first step in this ambitious project is the introduction of electronic filing.

This first step was immediately a great success. The project was launched in March 2002 after the relevant bodies had been consulted. In December 2002, over 30% of applications for the registration of trademarks were received electronically. During 2002 as a whole, nearly 17% of trademarks filed were submitted using BMBConnect. About thirty agents use BMBConnect on a regular or exclusive basis in order to file trademarks. The first version of BMBConnect to be used was mainly intended for professionals with their own trademarks database. It is certainly easy to use the application to connect to an existing database, saving the user the trouble of re-entering data before sending it electronically to the Benelux Trademarks Office. To do this, it is necessary to install a number of components of the application on one's own system.

The online version came into use in January 2003. Since 16 January 2003, online filing has been directly available to everyone at the website of the Benelux Trademarks Office. During the month of January 2003, the percentage of trademarks filed electronically rose to more than 40%.

Because BMBConnect is not solely intended for the electronic filing of trademarks, another functionality was introduced at the end of 2002. Holders of current accounts with the Benelux Trademarks Office can now use BMBConnect to access their accounts via the Internet.

Two months after its introduction, this new service is being used by about fifty current account holders. New developments on this platform can be expected in future, such as submission of oppositions, renewals management and changes to the trademarks register.

«During the month of January 2003, the percentage of trademarks filed electronically rose more than 40%»



5. MANAGEMENT

5.1.2. "Benelux Trademarks" CD-Rom and on-line register

Jean-Marie Putz
Head of the Process Support
Department

For a number of years, the Benelux Trademarks Office has placed the Benelux register of registered trademarks at the disposal of third parties taking out an annual subscription to "Benelux Trademarks".

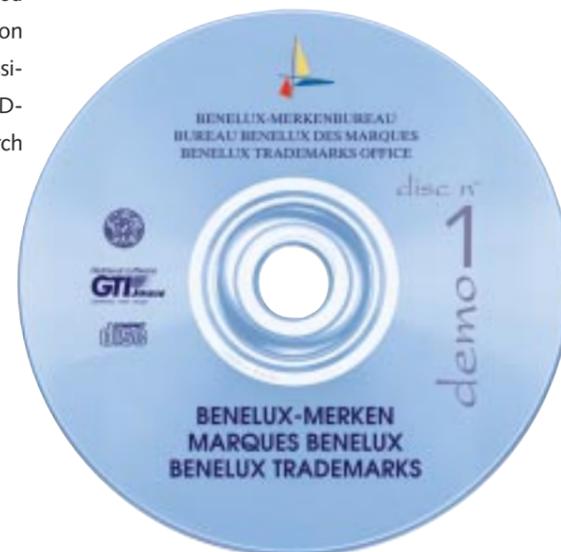
As a result of being published on a monthly basis, the CD-Rom only includes the published trademarks.

Data relating to trademarks that had been filed but not yet published has therefore not been available for use by trademark professionals, even though such data is important if they are to be able to fully inform their customers.

To solve this problem, the Benelux Office has extended the functionalities of the CD-Rom by providing automatic access via the Internet to data relating to unpublished trademarks, for an additional subscription fee. All the search criteria (and all the possible combinations of the criteria) of the CD-Rom are available for this additional search on the Internet.

This new functionality, which has been in use since March 2002 has turned the "Benelux Trademarks" CD-Rom into a valuable and continuously updated tool for anyone working with trademarks on a hands-on basis.

The new version of the CD-Rom with Internet access was released at the same time as the "online register" function became operational on the website of the Benelux Trademarks Office. This service makes it possible to consult the Benelux Trademarks register free of charge, as long as the filing or registration number of the trademark is known. It is also possible to search for a trademark using a word component.



5. MANAGEMENT

5.1.3. New staff information and salaries system

Arno Rohder
Acting Head of the Human and
Physical Resources Department

After years of working with card indexes and numerous document files and lists, new systems came into operation in the Human Resources Department in 2002. The first system is Pro Time, the new time recording system. The department started introducing it at the end of 2001. This system is being installed in all executive and secretarial offices. Staff gain access via the Internet, making applications for leave simpler and more informative. Managers and other staff can use their PCs to check when they have leave, the type of leave in question and how much time they have worked. A new Staff Information and Recording System also came into operation. This system has two parts. One part, Pers Master, contains a full set of administrative data such as personal details and data relating to employment and position, salary, sickness, training courses and appraisals. It is also possible to use it to compile statistics and to generate executive management information for the Management Board. The other part, Pay Master, relates to salary management. Salaries are paid, budgets are made, etc. from Pay Master. Both systems are very user-friendly and they both use the same data, which increases efficiency.



«Both systems are very user-friendly and they both use the same data, which increases efficiency.»

5.1.4. Finance on the move - a new bookkeeping system

Roel Bekkers
Head of the Finance Department



At the time when the Benelux law was written, the legislators probably wanted to make sure that the Benelux Trademarks Office did not have to run after its money. Payment was therefore added to the list of minimum conditions for the granting of a filing date. For a long time this meant that we had the luxury of not needing an accounts receivable management system.

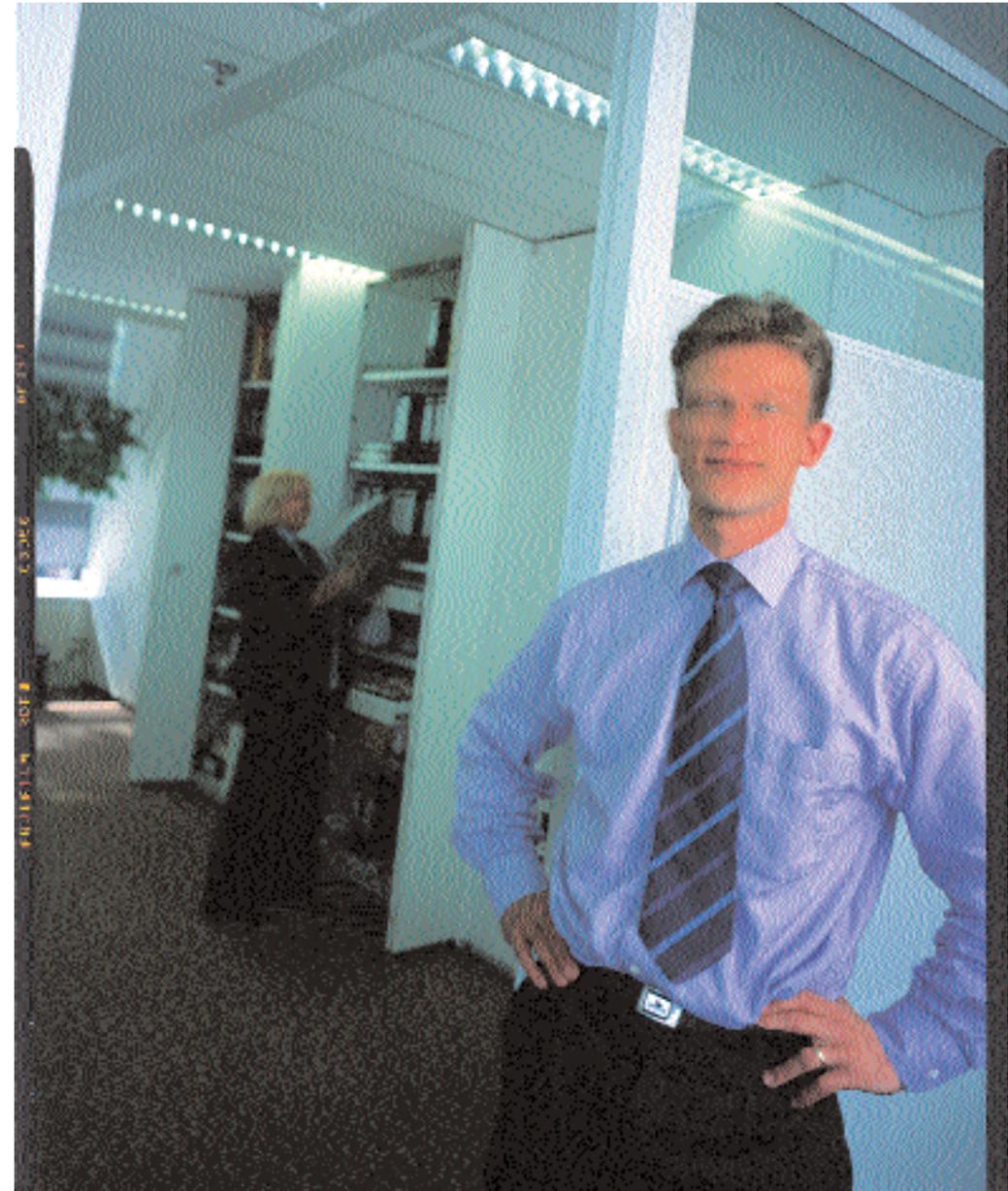
However, this advantage was increasingly offset by disadvantages as activity increased. Because applicants themselves had to calculate the fees payable and had to think of a description for themselves, every day we received payments for an application and search with the description "filing and search", i.e. without a trademark name or number. It was taking an increasing amount of time to link all the payments to the applications. For some time, we had also been facing the fact that the bookkeeping software, developed internally a long time ago, had a number of superfluous intermediate stages and was no longer able to meet modern reporting and data import and export requirements.

We therefore gave a great deal of thought to how we might make life easier for ourselves, and also for our customers. This resulted in a number of measures which were transformed into an ambitious three-track management system:

- we either needed new bookkeeping software, or the existing software needed to be thoroughly modernised;
- we wanted to send statements of the fees payable (invoices) to ensure that applicants paid the correct amount with a payment reference number we could handle. The implementing rules needed to be amended to place payment within one month on the same footing as immediate cash payment, to ensure that some applicants were not placed at a disadvantage;
- we needed to automate the entry of as many services as possible from our trademarks system in the accounts receivable management system, in order to make payments processing much simpler.

It quickly became clear that acquiring bookkeeping software externally was the better option. After a wide-ranging selection stage, FIS 2000 software was chosen. This software seemed to be by far the best option, both in terms of facilities for interfacing with our trademarks system (both AS400 platforms) and in terms of solutions.

As a result of hard work on preparation and the high level of commitment of every member of the Finance team, we made a good start and no insoluble problems were encountered when the FIS 2000 software was introduced. Conversion was successfully completed in the next stage, and good progress is being made in automating the financial aspects of our services.



5. MANAGEMENT

«As a result of hard work on preparation and the high level of commitment of every member of the Finance team, we made a good start and no insoluble problems were encountered when the FIS 2000 software was introduced.»

Looking back over the entire process (which has actually not yet been fully completed), it is justifiable to provisionally conclude that a very good service has been delivered.

The process was a demanding and complex one, as a result of the unique features of the registration process, the associated legal restrictions and the specific problems associated with current accounts. Without underestimating other people's contributions, I would like to draw attention to the commitment, perseverance and know-how of Christine Mansveld (finance) and Vera van de Broek (automation), which were of crucial importance for the success of this project.

Without leaving out any of the project components, they also successfully implemented the system with only two thirds of the estimated consultancy costs, saving one whole full-time equivalent of manpower within six months!

It looks as though we are going to enjoy all the benefits of last year's work during 2003. Bank statements are entered electronically and some of them are processed fully automatically, accounts receivable management is linked to the bank, accounts receivable management has been designed to operate retrospectively, entries have been extensively automated and payroll journal entries and the WIPO current account are imported instead of being handled manually.

However, what is at least as important is that trademark agents (account holders) too will benefit from this change. They have already had a foretaste of this in the form of being able to view their current account online. We intend and expect to further improve our services in future.



5. MANAGEMENT

5.2. Personnel management

Dick Verschure
Deputy Director General Affairs

The offices stressed a number of new aspects in the area of personnel management in 2002. They were based on the insight that a modern, customer-focused and service-providing organisation depends to a great extent on the quality and motivation of its staff. An effort has therefore been made to give more responsibility to the operational level and to give staff a range of tasks that is as full and varied as possible. The reorganisation of the Law Enforcement division, which is intended to ensure that an application is processed by only one person in future, is fully in keeping with this concept. This working method is to be introduced as from 1 January 2004 and all examiners are to take internal training courses before then.

All the staff have also been given communication training, including such topics as organising meetings, conflict management and style of leadership. The training was very well received and also resulted in tangible improvements in working methods.

In addition to these positive developments, it must, however, also be reported that the offices have let go a relatively large number of staff, for the first time in their history. This was partly due to changes in budgets and turnover, but contracts of employment were also terminated in situations where it was found that the new principles of the organisation were not easily reconcilable with the attitudes to work or ambitions of certain staff.

The office also paid a great deal of attention to the welfare and environment of its staff in general during the year under review. Using an inventory of risks as a basis, the Health and Safety Executive conducted a detailed analysis of the working environment and the working conditions in the Law Enforcement Department. This showed that the working conditions compared favourably with those of other working people or public servants. The Benelux Trademarks Office did score less well in a number of areas, however. These were, in particular, variety of work, rate of work and recovery time. The scores for these areas are expected to improve after the reorganisation. The aim is now to increase the variety of activities. It is also obvious that staff experience greater pressure and stress during times of reorganisation and training.

These points are being extensively discussed with staff representatives and the Health and Safety Executive, and there is substantial agreement about the strategy that is being followed. The management is pleased to note that the new guidelines are being taken up enthusiastically by managers and other staff. This and the high level of staff motivation mean that there is every reason to look forward with a great deal of confidence in the area of personnel management.

5. BMANAGEMENT

5. MANAGEMENT

5.2.1. Reorganisation of the Law Enforcement Department

Karin Winkel
Head of the Registration
and Information Department

2002 was an eventful year for the Law Enforcement Department. We started the year with a radical reorganisation intended to streamline our activities more efficiently. The new organisational structure also closely matches the wishes of staff regarding such aspects as variety of activities and greater responsibility.

The future law enforcement directorate will comprise three departments, namely Services & Information, Registration and Opposition. A Legal Department is also being set up under the Director of Law Enforcement. Here is a brief overview of the functions of the new departments and the way in which they relate to one another. The Registration Department is responsible for handling applications and all functions associated with trademark registration. The new working method centres around the fact that a single examiner handles all the steps in the filing procedure (regularisation, classification, refusal, etc.), whereas these functions were formerly allocated to different departments. The more service-related functions of the former Registration and Information Department, such as providing general information, welcoming visitors and search services that are not part of the filing process have been allocated to the Services and Information Department.

As from 1 January 2004, the Office is to be allocated a new function, namely resolving disputes between trademark holders and trademark applicants, by means of the opposition procedure. The head of the Opposition Department was appointed during the year under review, in order to prepare for this new function. A brief report by him is to be found elsewhere in this annual statement.

And finally, the Legal Department is responsible for developing the legal policy of the Law Enforcement directorate, representing the Offices in legal proceedings and creating and maintaining a register of trademark and design representatives. The Criminal Law Department has a pivotal role within the Law Enforcement directorate, since it determines the policy to be followed by the other three departments.

The management of the Law Enforcement Department aims to carry out the reorganisation with as much dialogue with the staff as possible.

The entire project therefore includes consultation times in order to give everyone the opportunity to personally help to determine the new organisational structure.

5.2.2. Communication training

Arno Rohder
Deputy Head of the Human
and Physical Resources Department

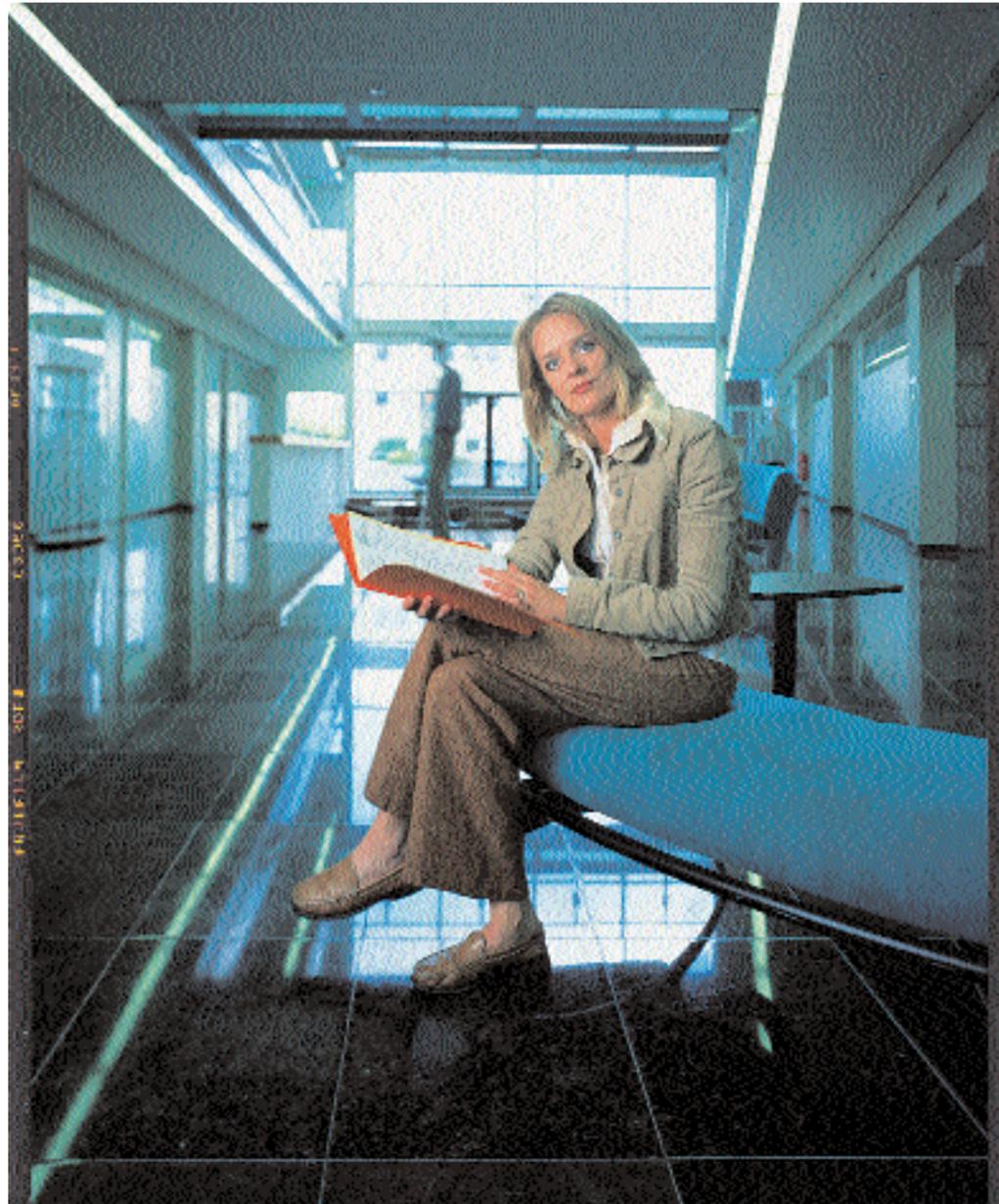
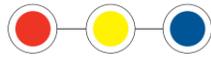


«This training resulted in frequent wide-ranging discussions among managers and between managers and the Management Board.»

A study of the prevailing culture in the Offices was launched in 2000. This resulted in reports and recommendations from a number of different working groups. The topics considered included a new organisational structure, how we want to be perceived on the market, what we want to offer our customers and how we wish to relate to one another in our organisation. One of the results of this study was the reorganisation of the Law Enforcement Department, which is to be completed in 2004.

Managers were given training in leadership and co-operation. Over several days, managers and the Management Board held wide-ranging discussions on the way in which our organisation is led and which aspects of it might need to be changed; skills training was also provided. This resulted in frequent wide-ranging discussions among managers and between managers and the Management Board. This improved the effectiveness with which information was exchanged.

During the year under review, all the staff of the organisation attended a two-day Communication course. This enabled all the staff to discuss the same topics, practise situation management and receive training in the same skills.



5.2.3. The reorganisation seen from an employee's viewpoint

Saskia Smits
Examiner

The new working methods are to be applied in 2004. This may seem a short time, but a lot has been done to enable this to occur! During the pre-project phase of the reorganisation, a number of different working groups, which included staff representatives, were set up in order to discuss what, exactly, the new approach should entail. This drew attention to the fact that the examiners needed to be all-rounders. This meant that there were no longer to be separate disciplines, requiring a number of people to work on a single application, and that only one person was to be responsible for each application. There was therefore a radical transformation, not just with regard to the attitude to be taken to each application, since training was also needed to give staff knowledge of different areas. After all, not everyone is a master of the art of classification or can immediately draw on the knowledge needed to perform a search, for example. This meant that in-house training was required for all staff. We started this in September 2001 and the need to not just eliminate the backlog, but also to study hard and practise in order to master the new material seemed to be a daunting prospect. However, the managers and Management Board gave us as much advice and practical assistance as possible.

Joint meetings were organised in order to discuss the training and reorganisation, and the opinions of the staff were expressly requested at all times. In addition to these working groups and meetings, a task force was set up, once again made up of staff. The purpose of the task force is to monitor progress during the reorganisation. This is yet another body that ensures a contribution is made by the staff.

Now that the training is nearing completion, the fruits of it are becoming evident: now one person is responsible for each application and is able to carry out all the stages in the procedure himself/herself. Of course, assistance is still given in some areas by colleagues with more experience of the material in question, but nevertheless, there is only one contact person for each application, both internally and externally. The staff have welcomed this change with enthusiasm, since, at a stroke, it gives them the greater responsibility and the variety of activities they desire.

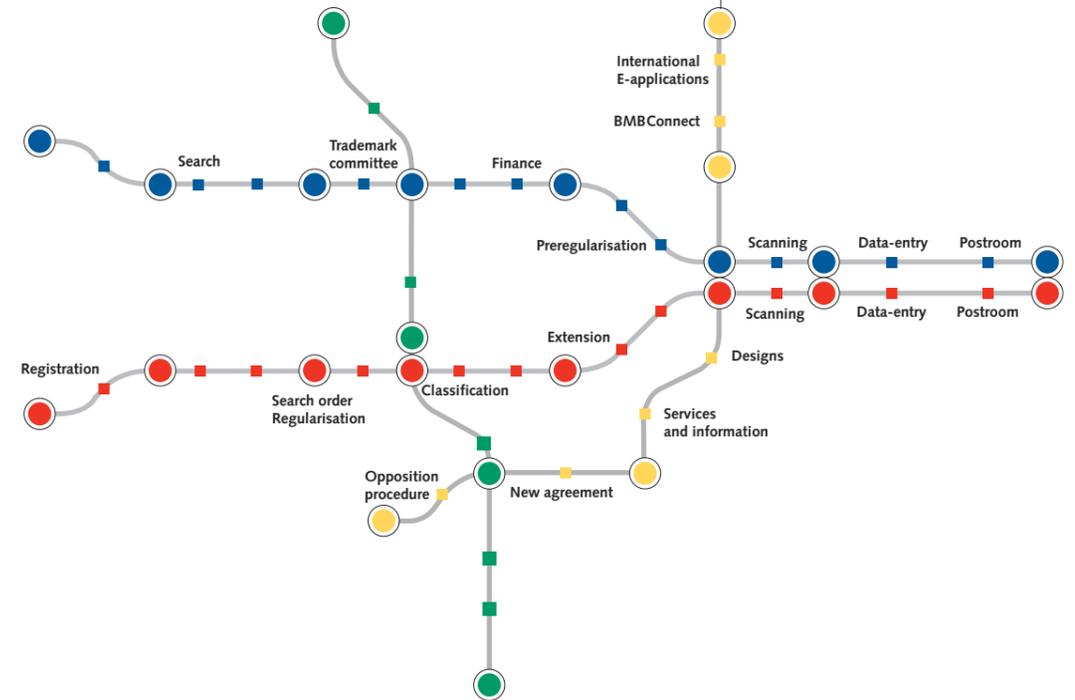
«Now that the training is nearing completion, the fruits of it are becoming evident: now one person is responsible for each application and is able to carry out all the stages in the procedure himself/herself.»



Open day - 5 July 2002

CHAPTER 6

Figures and Statistics



6. FIGURES AND STATISTICS

6. FIGURES AND STATISTICS



6.1. Financial report

Balance sheet of the Benelux Offices as at 31 December 2002
[2001/2002 for comparison purposes]

Balance sheet of the Benelux Offices as at 31 December 2002
[2001/2002 for comparison purposes]

ASSETS IN THOUSANDS OF EURO

	2001	2002
	€	€
Tangible fixed assets		
Industrial buildings and land	8.755	8.579
Automation	505	1.693
Miscellaneous machinery and equipment	320	332
	9.580	10.604
Financial fixed assets	7.271	4.889
Total fixed assets	16.851	15.493
Accounts receivable	3.356	1.770
Liquid assets		
Cash in hand	601	929
Short term	7	147
	608	1.076
Total current assets	3.964	2.846
	20.815	18.339

IN THOUSANDS OF EURO LIABILITIES

	2001	2002
	€	€
General reserve	8.980	8.980
Reserve fund BTO	2.771	(1.409)
Reserve fund BDO	246	209
Total reserves	12.000	7.780
Lease liabilities	0	1.305
Provisions		
Provision for work in progress	4.309	5.451
Provision for early retirement	1.037	628
Provision for large-scale maintenance	272	272
Miscellaneous provisions	502	454
Total provisions	6.120	6.805
Short-term debts	7.005	2.449
	20.815	18.339

6. FIGURES AND STATISTICS

6. FIGURES AND STATISTICS



Statement of gains and losses of the BTO for 2002
[in thousands of euro]

Statement of gains and losses of the BDO for 2002
[in thousands of euro]

BENELUX-MERKENBUREAU

	2001 €	2002 €
Revenue	10.501	9.249
Operating expenses		
Staff costs	9.785	10.255
Depreciation	771	1.041
Miscellaneous operating expenses	1.990	1.991
	12.546	13.287
Operating result	(2.045)	(4.038)
Financial income and expenses		
Interest income	425	210
Exchange gains and losses investment portfolio	(44)	(352)
	381	(142)
Profit or loss for the year	(1.664)	(4.180)

BENELUX-BUREAU VOOR TEKENINGEN OF MODELLEN.

	2001 €	2002 €
Revenue	594	637
Operating expenses		
Staff costs	489	484
Miscellaneous operating expenses	235	188
Operating result	(130)	(35)
Financial income and expenses		
Interest income	28	(2)
Profit or loss for the year	(102)	(37)



Report



During the year under review, the number of trademark applications fell very slightly, by 2.6%, after a sharp drop of 18% in 2001.

The financial result of the Benelux Trademarks Office in 2002 was a loss of € 4,180,000, compared with a loss of € 1,664,000 in 2001. A substantial portion of the large loss during the year under review was accounted for by one-off expenses resulting from unrealised revenue and redundancy payments of € 1,100,000 and € 700,000 respectively.

The Benelux Trademarks Office sharply cut its staff numbers in 2002, which is the reason for the relatively high level of redundancy payments. The staff cuts did, however, reduce annual staff costs by about € 900,000. We expect to make good the backlog of registrations and renewals that accumulated during the year under review in 2003, when we also expect to make significant gains as a result of a reduction in the work in progress.

Other significant causes of the loss were the reductions in Community searches, rapid searches and international registrations applicable to Benelux. The stock market climate and the reduction in financial reserves caused financial income to fall to minus € 142,000, from € 381,000 in 2001.

Although the loss in 2002 was partly due to one-off expenses, further increases in charges are necessary to bring costs and income back into balance. By applying a 7% increase in charges from 1 January 2003, the Benelux Trademarks Office made a first step in this direction and a similar increase will also be necessary in 2004 if the course of events remains the same.



Auditor's opinion

The Benelux Designs Office ended the year under review with a loss of € 37,000. Turnover increased by € 43,000, but expenses also increased, by € 52,000. The prospects for 2003 are less promising, however. The advent of the Community design will reduce the number of applications made to the Benelux Designs Office. The costs of registering and obtaining information about drawings and designs have not increased since 1989.



The enclosed financial data concerning 2002 has been obtained from the 2002 annual statement of the Benelux Trademarks Office and the Benelux Designs Office at The Hague, which we have audited. This financial data has been prepared under the responsibility of the management of the offices.

To obtain a better understanding of the financial position and results of the offices and of the scope of our audit, this financial data should be read in conjunction with the audited annual statement and the audit certificate issued by us in respect of it.

The Hague, 15 May 2003
Ernst & Young Accountants

6. FIGURES AND STATISTICS

6. FIGURES AND STATISTICS

6.2 Staff training and organisational structure

Organisational structure of the Benelux Offices in 2002

TRAINING

There was a workforce of 113 as at 31 December 2002.
65 of the staff were women and 46 were men.

BREAKDOWN OF STAFF BY NATIONALITY

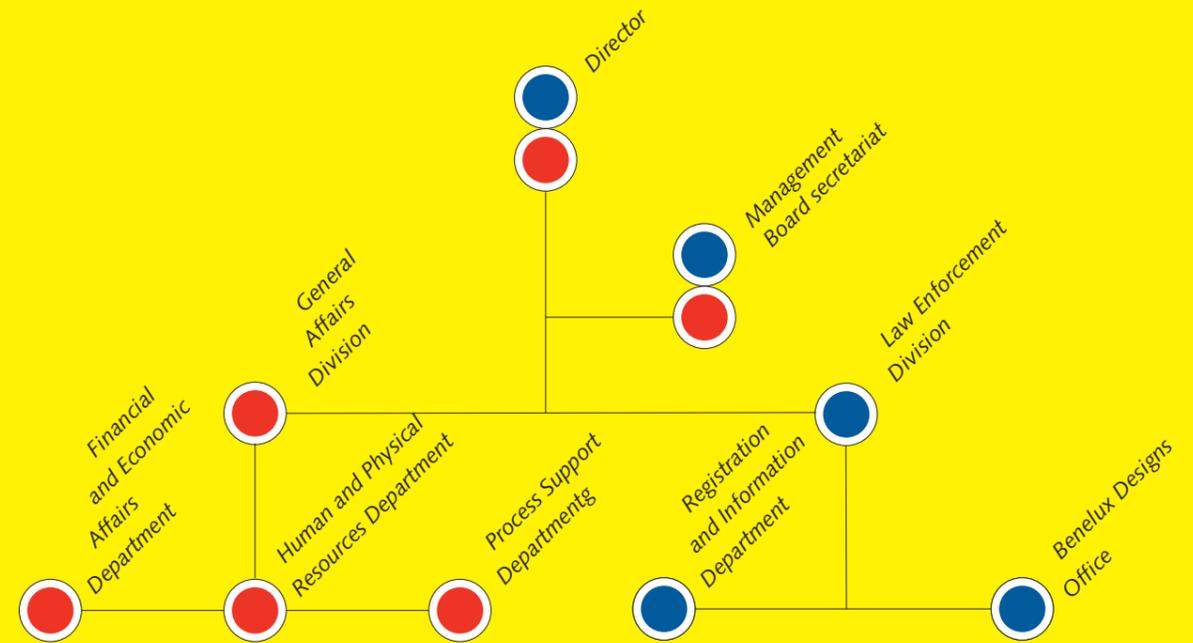
	NL	B	L	Total
number of staff 31-12-2001	88	31	4	123
number of staff 31-12-2002	84	26	3	113

Two staff members joined during the year under review, one of whom was employed on a temporary basis for the duration of certain activities. Three staff members celebrated anniversaries in 2002: there was one 25-year anniversary and two 12.5-year anniversaries. Ten staff members left our organisation.

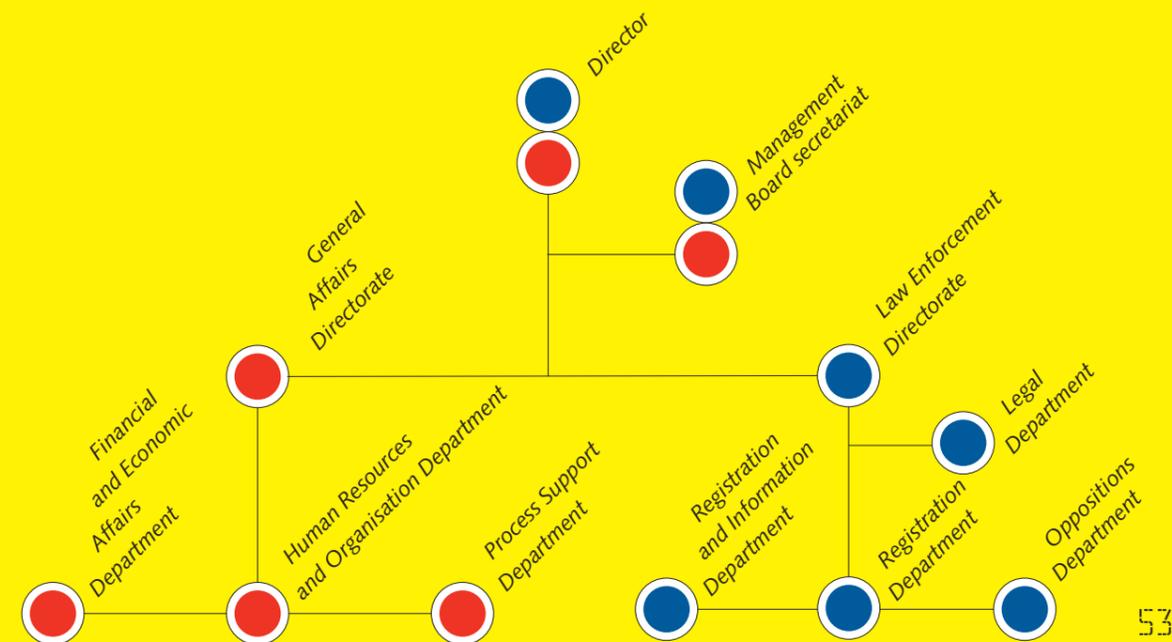
FROM THE FOLLOWING DIVISIONS

Division	number	OwnR	OurR	CRR	R
Law Enforcement	6	3	2	1	
General Business	4	1	1	1	1

OwnR = own request
OurR = our request
CRR = end of contract
R = retirement



Organisational structure of the Benelux Offices in 2004*



* after the reorganisation

6. FIGURES AND STATISTICS

6.FIGURES AND STATISTICS

6.3. Trademarks and Designs

6.3.1. Trademarks

SEARCHES

BENELUX SEARCHES

Year	Rapid	Standard	Total
2002	5964	17948	23912
2001	7182	22535	29717
2000	8127	14645	22772
1999	6185	15792	21977
1998	5559	20114	25673

INTERNATIONAL SEARCHES

Year	Total
2002	4239
2001	4359
2000	4194
1999	8348
1998	16509

EUROPEAN SEARCHES

Year	Total
2002	40244
2001	49350
2000	46715
1999	37870
1998	33513

BENELUX APPLICATIONS

TOTAL

Year	Total
2002	22799
2001	23387
2000	28644
1999	25923
1998	23980

COLLECTIVE TRADEMARKS

Year	Total
2002	97
2001	89
2000	86
1999	117
1998	84

SUBMITTED ELECTRONICALLY

Year	Total
2002	3671
2001	401
2000	560
1999	619

BENELUX APPLICATIONS BROKEN DOWN BY COUNTRY OF ORIGIN

Country	2002		2001	2000	1999	1998
The Netherlands	15532	68,12%	15755	19222	17287	15416
Belgium	5067	22,23%	5060	5956	5178	5078
Luxembourg	406	1,78%	527	587	388	397
United States	639	2,80%	717	1069	1205	1239
Japan	93	0,41%	118	133	142	171
Other EU	627	2,75%	726	1002	1024	1039
Other	435	1,91%	508	668	715	642

6. FIGURES AND STATISTICS

BY CLASS

Class	Number	%
01	556	0,91%
02	274	0,45%
03	1257	2,05%
04	161	0,26%
05	1786	2,92%
06	700	1,14%
07	568	0,93%
08	266	0,43%
09	4441	7,25%
10	424	0,69%
11	778	1,27%
12	594	0,97%
13	29	0,05%
14	457	0,75%
15	36	0,06%
16	4123	6,73%
17	338	0,55%
18	779	1,27%
19	773	1,26%
20	924	1,51%
21	601	0,98%
22	132	0,22%
23	34	0,06%
24	624	1,02%
25	2078	3,39%
26	109	0,18%
27	218	0,36%
28	1028	1,68%
29	1639	2,68%
30	1763	2,88%
31	976	1,59%
32	805	1,31%
33	547	0,89%
34	220	0,36%
35	8114	13,25%
36	2644	4,32%
37	2005	3,27%
38	1989	3,25%
39	1413	2,31%
40	585	0,96%
41	6181	10,09%
42	4999	8,16%
43	1364	2,23%
44	1190	1,94%
45	719	1,17%

6. FIGURES AND STATISTICS

BREAKDOWN OF BENELUX APPLICATIONS BY NATIONAL OFFICE

Year	Belgium	Luxembourg	Netherlands	Total
2002	1060	102	21637	22799
2001	1146	161	22080	23387
2000	1565	122	26957	28644
1999	1492	83	24348	25923
1998	1607	53	22314	23974

NUMBER OF PUBLISHED TRADEMARKS

Year	Individual	Collective	Total
2002	19697	66	19763
2001	23897	91	23988
2000	17590	63	17653
1999	20353	73	20426
1998	21436	67	21503

APPLICATIONS FOR RENEWAL

Year	Individual	Collective	Total
2002	12136	34	12170
2001	12141	45	12186
2000	12700	35	12735
1999	12420	39	12459
1998	11681	35	11716



6. FIGURES AND STATISTICS



REFUSAL ON ABSOLUTE GROUNDS - STATISTICS 2001 (1)

Benelux applications	Number	Percentage
	23387	100,00%
Provisional refusals	Number	Percentage
Full	1017	4,35%
Partial	946	93,00%
Applications filed by agents	71	7,00%
Applications filed by trademarkholders	516	51,00%
Applications filed by trademarkholders	501	49,00%
Applications resulting in registration despite provisional refusal (2)	134	
Applications withdrawn at the request of the applicant/agent	169	
Other applicants left out of processing	222	
Final refusals	Number	Percentage
Full	227	1,00%
Partial	219	96,50%
Applications filed by agents	8	3,50%
Applications filed by trademarkholders	84	38,00%
Applications filed by trademarkholders	143	62,00%
After provisional refusal to which an objection has been lodged	57	
After provisional refusal to which no objection has been lodged	170	
Appeals against final refusal (Art. 6ter, BMW) (3)	6	
Provisionally refused applications for which it is still possible to lodge an objection within the specified period (Art.4, 2nd paragraph, UR)	265	

(1) The statistics for 2002 are not yet available in view of the deadlines specified for this procedure.

(2) This item mainly comprises registrations resulting from regularised partial provisional refusals and from the reconsideration of decisions by the Benelux Trademarks Office, for example after the submission of proof of establishment, showing that a trademark has acquired distinctive force.

(3) Unlike all the other figures in this table, the percentage for which have been calculated on the basis of the filing-date, the number of appeals has been calculated on the basis of the date of submission of the appeal.

6. FIGURES AND STATISTICS



INTERNATIONAL REGISTRATIONS

INTERNATIONAL REGISTRATIONS APPLIED FOR VIA THE BTO

Year	Protocol	Arrangement	App. + Prot.	Total
2002	116	878	1443	2437
2001	121	988	1802	2911
2000	115	1111	1971	3197
1999	54	1030	1391	2475
1998	32	1307	920	2259

INTERNATIONAL REGISTRATIONS VALID IN THE BENELUX

Year	Number
2002	8891
2001	10291
2000	12142
1999	12099
1998	12118



6. FIGURES AND STATISTICS

6. FIGURES AND STATISTICS



6.3.2. Designs

BENELUX APPLICATIONS

TOTAL

Year	Number
2002	3155
2001	2911
2000	3344
1999	3461
1998	3893

BREAKDOWN OF BENELUX APPLICATIONS BY NATIONAL OFFICE

Year	Belgium	Luxembourg	Netherlands
2002	309	2	2844
2001	187		2724
2000	189	7	3148
1999	407	2	3052
1998	379		3514

NUMBER OF PUBLISHED DESIGNS

Year	Number
2002	2763
2001	2434
2000	3204
1999	3183
1998	3471



APPLICATIONS FOR RENEWAL

Year	Number
2002	1610
2001	1493
2000	1273
1999	1360
1998	1305

I-FILINGS

TOTAL

Year	Number
2002	481
2001	471
2000	561
1999	349

BY COUNTRY

Country	2002	2001	2000	1999
Belgium	302	307	299	188
The Netherlands	164	152	241	148
Luxembourg	12	7	14	8
Other	3	5	7	5
Total	481	471	561	349

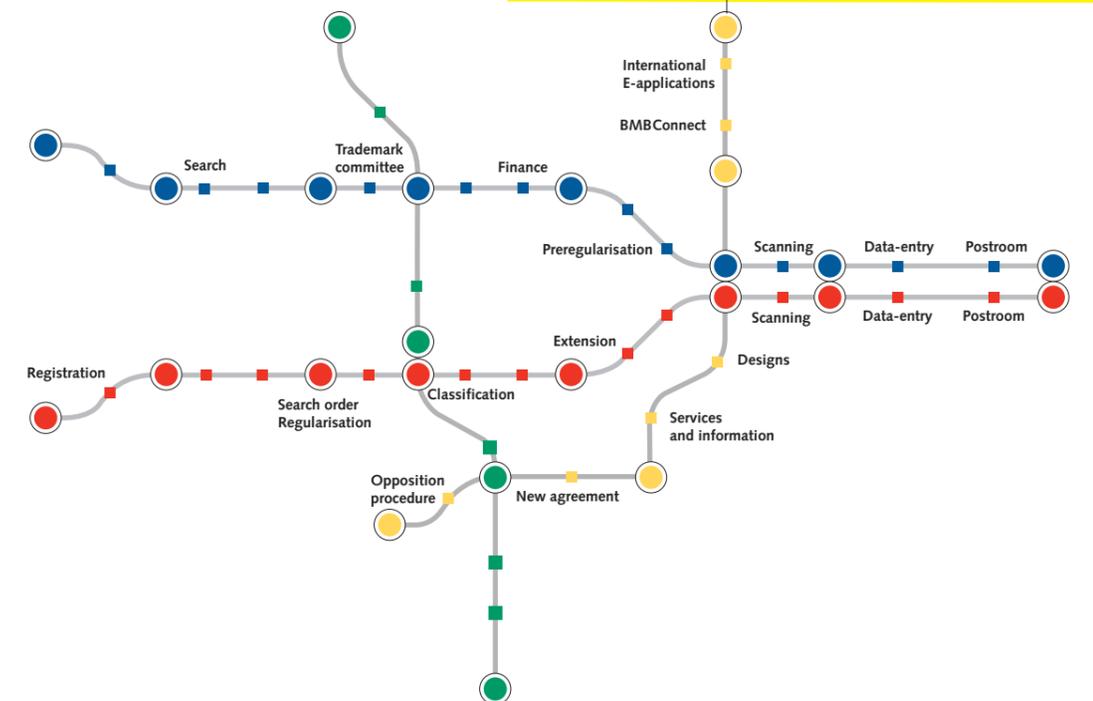


CHAPTER 7



Open day - 5 July 2002

Information and data



7. INFORMATION AND DATA

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7.1.1. Joint management bodies of the BTO and the BDO

Chairman

Mr L. Wuyts

Advisor
Federal Economics Service, K.M.O.,
Small businesses & Energy
Market Regularisation and Organisation Board
Intellectual Property Unit (B)

Directors

Mr R. Geurts

Managing Director
Federal Economics Service, K.M.O.,
Small businesses & Energy
Market Regularisation and Organisation Board
Intellectual Property Unit (B)

Dr. S. Allegrezza

Director Statec (L)

Mr N. Decker

Lawyer called to the Court
Firm of Decker, Bodry & Braun (L)

Mr H.F.G. Geijzers

Director
Industrial Property Office (NL)

Mr K. Vijlbrief

Director
General Technology Management Directorate
Ministry of Economic Affairs (NL)

Supervisory Board

Ms M. Petit

Assistant advisor
Federal Economics Service, K.M.O.,
Small businesses & Energy
Market Regularisation and Organisation Board
Intellectual Property Unit (B)

Mr J. Vanstherem

Engineer
Federal Economics Service, K.M.O.,
Small businesses & Energy
Market Regularisation and Organisation Board
Intellectual Property Unit (B)

Mr C. Sahl

Head of the Legislation Sector
Directorate of Industrial Property
and Intellectual Property Rights
Ministry of Economic Affairs (L)

Mr L. Kaufhold

Governmental Attaché
Ministry of Economic Affairs (L)

Mr I.W. van der Eijk

Legal assistant
Industrial property Office (NL)

Mr. A. Snethlage

Legal assistant Industrial property
Directorate for Legislation & other Legal Matters
Ministry of Economic Affairs (NL)

7.1.2. Management Board

Mr R. Charlier

Honorary Managing Director
International Economic Agreements
Special Advisor (B)

Mr J.H. Sloomaker

Financial Advisor
Finance Directorate
Ministry of Economic Affairs (NL)

Mr S. Juchem

Head of the General Business Sector
Directorate of Industrial Property
and Intellectual Property Rights
Ministry of Economic Affairs (L)

7.1.3. Directors

Mr L. Van Boxstael (B)

Director

Mr E.L. Simon (L)

Deputy Director, Law Enforcement Division

Mr A.G.W.J. Verschure (NL)

Deputy Director, General Business



7. INFORMATION AND DATA

7. INFORMATION AND DATA

7.2. National offices

Federal Economics Service,
K.M.O., Small businesses
& Energy [B]

Market Regulation and Organisation Board
Intellectual Property Unit
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Belgium

Internet www.mineco.fgov.be
Telephone +32 (0)2 206 48 91
Fax +32 (0)2 206 56 50
e-mail piie_dir@mineco.fgov.be

Ministry of Economics
Directorate of Industrial and
Intellectual Property Rights [L]

19-21, Boulevard Royal
L-2449 Luxembourg
Grand-Duchy of Luxembourg

Internet www.eco.etat.lu
Telephone +352 478 41 10
Fax +352 22 26 60
e-mail romy.schroeder@eco.etat.lu

Industrial Property Office [NL]

Patentlaan 2
NL-2288 EE Rijswijk (ZH)
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Internet www.bie.minez.nl
Telephone +31 (0)70 398 66 99 (public information)
Fax +31 (0)70 398 66 06
e-mail publieksvoorlichting@bie.minez.nl

7.3 Internet addresses providing information on trademarks and designs

www.bmb-bbm.org
www.bbtm-bbdtm.org
www.bie.minez.nl
www.eco.etat.lu
www.minez.fgov.be

www.bmm.nl

www.wipo.org
www.oami.eu.int

www.kvk.nl

www.kmonet.be
www.brussels-eureka.be
www.novu.nl
www.cepro.be
www.udb.org

merkregistratie.pagina.nl
innovatie.pagina.nl
juridische.pagina.nl

merkregistratie.start.nu
merkregistratie.boogolinks.nl
starters.klikwijzer.nl
merkregistratie.startplaza.nl
www.nl-menu.nl

Benelux Trademarks Office
Benelux Designs Office
Industrial Property Office
Ministry of Economics
Intellectual Property Unit

Benelux Association of Trademarks and Design Law

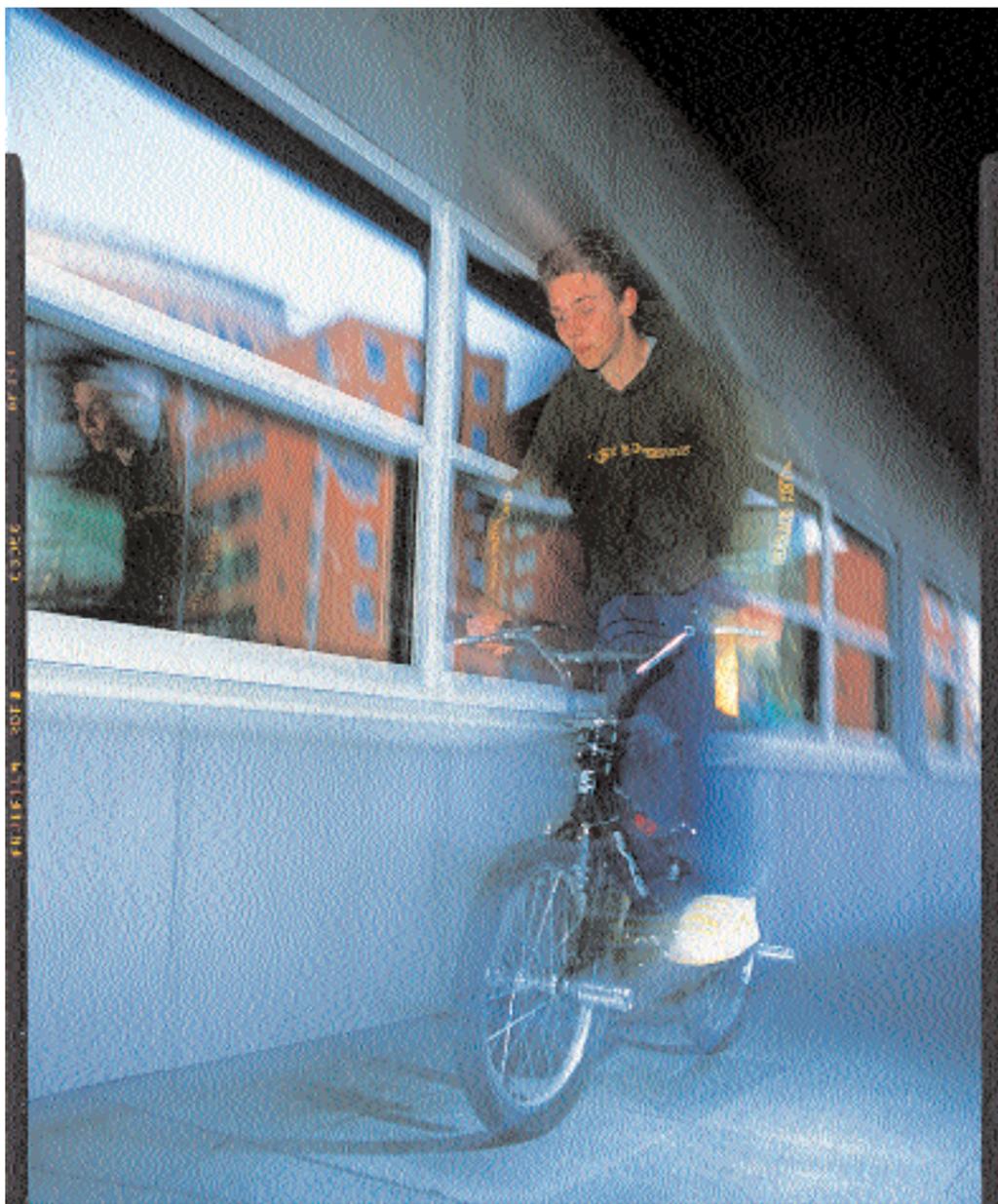
World Intellectual Property Organisation
Office for Harmonization in the Internal Market

Chambers of Commerce

Organisation for the self-employed
Belgian fair for inventors
Dutch Association of Inventors
Centre for Integrated Product Development
Union of Designers in Belgium

List of links relating to trademark registration
All innovation links combined
Intellectual property

Trademark registration in the Benelux
European trademark bodies
Patents & trademark law
European trademark bodies
Patent offices & trademark offices



PUBLISHER'S DETAILS

Benelux Trademarks Office
Benelux Designs Office

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