



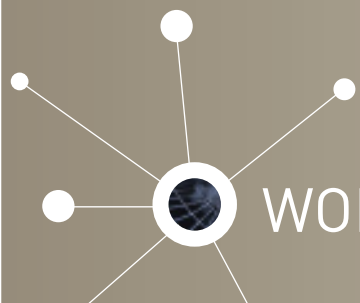
Brønnøysundregistrene

The Brønnøysund Register Centre

# ANNUAL REPORT 2008







## WORKING TOGETHER

Nature is full of examples of adaptation, development and cooperation. Bees work together on managing a complex but thriving community in the hive. Fish form large shoals for protection and better feeding. You never have to look far to find systems in nature. Fibonacci numbers recur in many places in nature, for example there are normally 34 or 55 spirals in sunflower heads.

We also find that cooperation, interaction and systems are the key to success. We are working together with other state agencies to develop and simplify complex systems. When the Brønnøysund Register Centre coordinates information on business enterprises through the Central Coordinating Register for Legal Entities, we are providing the basis for interaction between public agencies and the business community. This year's annual report focuses on how we are working together with others to simplify coordination and interaction.

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# WHAT HAPPENED IN 2008

01/01

New organization form:  
Cooperative enterprise  
Cheaper to register  
electronically

01/03

New electronic  
solutions at the  
Register of Mortgaged  
Moveable Property: No-  
distrain proceedings/  
deductions and estate  
websites in Altinn

09-10/04

Porvoo-13-eID  
conference aboard  
*Hurtigruta*

07/07

Contracts for  
developing and  
managing new Altinn  
solution signed

22/08

Open day and  
concert celebrating  
Brønnøysund Register  
Centre's twentieth  
anniversary

04/09

[www.bedriftshjelp.no](http://www.bedriftshjelp.no)  
opened

05/09

Booking and paying for  
the hunting licence fee  
available in Altinn and  
My Page

27/10

The Brønnøysund  
Register Centre offers  
eInvoice

01/12

Altinn ported to new  
operating platform

02/12

The Register of Non-  
Profit Organizations  
opened for registration

04/12

Altinn celebrated its  
fifth anniversary

13/12

EBR replaces invoice  
with payment by card

## STEADY COURSE TOWARDS NEW CHALLENGES



Erik Fossum

Bodil Aakre, “the mother of the Brønnøysund Register Centre”, passed away on 8 November 2008. Even if she never headed the Brønnøysund Register Centre as an agency, we honour her for helping to pave the way for and establish the Brønnøysund Register Centre in 1988. She was our guest of honour at the celebration of our twentieth anniversary in the spring of 2008, which she greatly appreciated. She will always have a special place in our hearts.

After 20 years as an independent agency, the Brønnøysund Register Centre has consolidated its position as the national register administration authority and the Government’s instrument for coordinating and simplifying public administration.

We are constantly adding new tasks, and our key role in the development of electronic administration in Norway is becoming more and more important. We are thus pleased to note – after a broad survey – that most users of our services are pleased with the service they receive and the results we create. They trust the information they download from us and they receive high quality services quickly. In all probability, our good reputation is the reason why we continue to receive new tasks.

In 2008, we completed the takeover of Bedin and the Narvik telephones, and Bedriftshjelp.no was established. Initially, our new department in Narvik has 14 employees, but the information and user

service fields covered by this office are growing. We see exciting challenges before us as we coordinate all the information services offered to the business community and integrate them in the Altinn portal.

The new Register of Non-Profit Organizations was opened last year. The development of this register was accelerated so we could start up the new “Grasrotandelordningen” (the Grassroots Share scheme). This made it possible for Norsk Tipping (Norwegian games/pools company) to donate five per cent of their customers’ stakes to local NGOs from 1 March 2009.

Our new generation Altinn – the Altinn II project – is on schedule. In December, we reached the first milestone when we launched a new agreement regime, where Basefarm is the new operations supplier and Accenture continues to manage applications. Over the next two years, new solutions and functionality will be developed in two stages.



THE CENTRAL COORDINATING REGISTER FOR LEGAL ENTITIES

The Central Coordinating Register for Legal Entities coordinates information on business and industry that resides in various public registers, and which is also frequently requested on questionnaires from the public authorities, ensuring that all information is collected in one place

The complete project will cost around NOK 700 million, and will give electronic service solutions that are among the best in the world. In December, we also celebrated five successful years of Altinn services.

We also launched new Altinn services, including special estate websites for bankruptcy administrators, and expanded registration of distraint proceedings. The Brønnøysund Register Centre assigned its own human resources safety deputy. We arranged the international Porvoo

conference in conjunction with NAV, and we developed our cooperation with NACAO in China and with our Nordic sister organizations.

We processed 1.8 million cases, and had 65 million inquiries in our databases.

Information on all of this and much more, including useful statistics about the status of the Norwegian business community, can be found in this annual report.



Enjoy!  
Erik Fossum



## THE BRØNNØYSUND REGISTER CENTRE – THE GOVERNMENT’S TOOL FOR COORDINATION AND SIMPLIFICATION



Sylvia Brustad

The Government’s goal is to have as much value creation in the Norwegian economy as possible. An active policy for business and industry will enable us to protect and develop today’s welfare society. To accomplish this, we must ensure that the framework conditions enable companies to improve their competitiveness.

Interaction and coordination between state agencies is an important stage in the development of these framework conditions. The Brønnøysund Register Centre has played a crucial role in this work.

In December 2008, Altinn celebrated the fifth anniversary of its official opening. This celebration was well deserved as we know that Altinn has not only made Norwegian business more efficient, but has also contributed to modernising the public sector. When Altinn was launched as a collaborative venture between the Tax Administration, Statistics Norway and the Brønnøysund Register Centre, electronic

administration was fragmented, and the solutions were much simpler than those offered in Altinn today. The development of electronic public services was also a novel idea in the international community. The solutions developed could not be patterned on those in any other country. In the work with Altinn, Norwegian public administration has broken new ground that is now attracting international attention.

Since the launch, the development of the service programmes and technical solutions, and the addition of an increasing number of cooperating agencies, have come at an impressive pace. Today, 22 large and small agencies have joined Altinn, which can now make more than 700 forms available. In its brief lifetime, the Altinn portal has changed the way companies report to the public authorities. Two of three business enterprises now submit their forms electronically through Altinn, and in less than three years the business community’s familiarity with the portal has doubled.

### EMAS

EMAS – Eco-Management and Audit Scheme – is a voluntary scheme for environmental registration of enterprises in the EU, which means that the business enterprise complies with and exceeds the statutory requirements for environmental activities. Through the EEA agreement, Norwegian companies can also participate in this scheme.

By placing public information and services for businesses in one internet portal and developing a number of electronic services, the daily corporate reporting obligations become simpler and public administration becomes more accessible. As an information portal, Altinn was significantly strengthened when the information services Bedin and the Narvik telephones were transferred to the Brønnøysund Register Centre on 1 January 2009.



In the summer of 2008, the Government decided to implement the Altinn II development project. This is a major effort to develop solid and future-oriented electronic solutions for the business community and the public sector. The new generation Altinn will give businesses, the general public and public administration great savings in the years to come. Bearing in mind the Brønnøysund Register Centre's rapid development of electronic administration and cooperation activities, I am looking forward with great expectations to how things will have developed by the next anniversary.

*Sylvia Brustad*

Sylvia Brustad  
Minister of Trade and Industry



## MORE PEOPLE CHOOSE ELECTRONIC DIALOGUE

More and more people are communicating electronically with the Brønnøysund Register Centre. There are many reasons for this. More services have been made available on the net, and solution quality has improved. Moreover, you can do the job when it is convenient for you, without having to worry about opening hours. If you have submitted a form through Altinn once, you will easily find your way around the next time, even if you have a different task.

In 2008, more than 30 000 new business enterprises were registered in the Register of Business Enterprises, while close to 26 000 new sole proprietorships were registered in the Central Coordinating Register for Legal Entities. Around half choose to register electronically through altinn.no.

### Electronic registration

When you register electronically, no information that already exists in our registers needs to be filled in. You only fill in the fields that are necessary for your purpose,

and your choices determine which fields must be filled in as you continue. Information buttons give you help texts for each field.

The form also has a check function which makes it easier to discover errors or omissions, so it is less likely that your form will be returned for corrections, and case processing times are reduced. Electronic registration in the Register of Business Enterprises in most cases costs less than if you submit a paper form. Moreover, less paper means less waste, and you can sub-

mit the register notification when it suits you.

### Submitting annual accounts

From 2005 to 2008 the proportion of annual accounts submitted via Altinn rose from 21 to 63 per cent. Submitting accounts electronically has many of the same advantages as electronic registration. Information the public authorities have previously registered about your business enterprise will be pre-filled in by Altinn, and you are only required to fill in what is relevant for you. Making changes and submitting a new version of the annual account is simple. Embedded checks in the forms help you find errors and omissions, and the security level is adapted to the sensitivity of the data you fill in and the risk of abuse. Transferring data direct from the company's own annual accounts software will ensure that you spend less time filling in the form. All those who submit the annual accounts through Altinn receive electronic feedback as to whether the

annual accounts have been approved or not. You also have access to your own archive of all filled-in forms, with a unique overview over reports submitted to the public authorities. No extra software is required, and if you have learnt to fill in and submit one form, you have learnt how all the forms in the system are processed. This makes it easier to submit forms to other agencies as well.

### THE DISQUALIFIED DIRECTORS REGISTER

The Disqualified Directors Register was established to register disqualified directors and disqualifications, as determined by the Court of Probate and Bankruptcy, preventing them from forming a new company or undertaking other functions in such companies. When the Register of Bankruptcies was established in 1993, it took over the tasks of the Disqualified Directors Register.



### Electronic bankruptcy registration

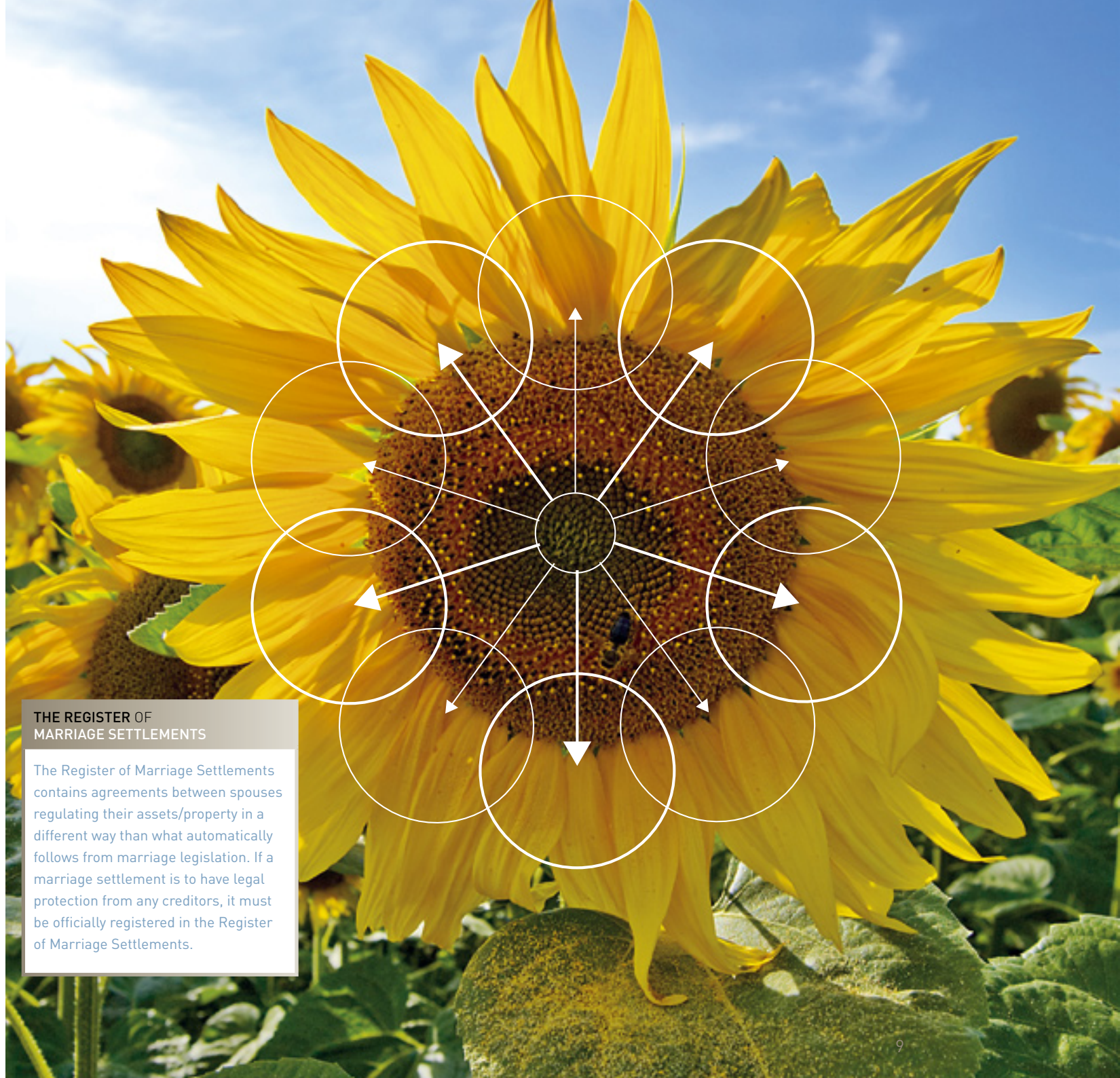
Through electronic bankruptcy registration in Altinn, each bankrupt estate is given its own website – the estate website. Here bankruptcy administrators and the Register of Bankruptcies can exchange information. During the first two months after the estate website was opened, electronic communication with the Register of Bankruptcies increased from 20 to 60 per cent. A good solution, targeted marketing and a well-planned course programme are reasons for this success.

### Ordering on the web

The Brønnøysund Register Centre's electronic solution for ordering on the web is becoming more and more popular. Ordering products such as annual accounts, business enterprise information or mortgage or lien information is definitely quicker – and cheaper – via the web. The fact that you can pay using your VISA or MasterCard also makes it easier. Other services that are available at [www.brreg.no](http://www.brreg.no) include ordering a hunting licence, registering in the Central Marketing Exclusion Register and checking liens on motor vehicles.

### THE REGISTER OF MARRIAGE SETTLEMENTS

The Register of Marriage Settlements contains agreements between spouses regulating their assets/property in a different way than what automatically follows from marriage legislation. If a marriage settlement is to have legal protection from any creditors, it must be officially registered in the Register of Marriage Settlements.



## THE BRØNNØYSUND REGISTER CENTRE NOW IN NARVIK

A green telephone was the symbol of the Brønnøysund Register Centre taking over the responsibility for the advisory services provided by Narvik telephones and Bedin early in 2009. You can still call (+47) 800 33 840 free of charge for advice on forming a business enterprise.



VINN has operated the national advisory services for founders and businesses, the Narvik telephones and [www.bedin.no](http://www.bedin.no), since 1992 and 1998, respectively. The Ministry of Trade and Industry decided that these services must be operated by the state authorities from 2009.

In addition to running these services, the new office will have an important role to play in coordinating information from the central authorities to the business community. The office will edit information on the websites Bedin, Bedriftshjelp (Company assistance) and "Hjelp til regelverk" (Help with rules) (in Altinn), and will help to develop Altinn so it becomes the central portal for such information. Long-term planning calls for the content of the Bedin and Bedriftshjelp sites to be moved to Altinn.

"The new Narvik office is a valuable addition to the expertise of the Brønnøysund Register Centre. Now we'll have the opportunity to advise users in another way than previously, such as helping business founders already when they are planning their new venture," says Erik Fossum, director general of the Brønnøysund Register Centre.

"The new office will also play an important role in coordinating information from the central authorities to businesses on the internet, which is part of the Ministry of Trade and Industry's action plan for simplification, 'Time for innovation and production'".

At the time of transition, the office has 12 employees, most with extensive experience from the Narvik telephones and Bedin, and the staff will be increased to 14 in the spring of 2009.

The new office will be a section under the Department of Distribution, which is responsible for the Information telephone and the Altinn User Service, and issues register information. The section has been given the name Company Advisor.

### THE REGISTER OF THE REPORTING OBLIGATIONS OF ENTERPRISES

The main task of the Register of the Reporting Obligations of Enterprises is to maintain a constantly updated overview of the reporting obligations of business and industry to the public authorities, and to find ways to coordinate and simplify these obligations. The aim is to prevent the redundant compilation and registration of information, particularly for small and medium-sized companies.

### THE REGISTER OF PRIVATE DEBT AMNESTY

The Register of Private Debt Amnesty contains information about persons who have been granted debt settlement/restructuring negotiations and debt amnesty. It also contains information on the stage case processing is in.



## SPECIAL GIFT – THE JONAS FJELD BAND

As part of its twentieth anniversary celebrations, the Brønnøysund Register Centre arranged a concert with the Jonas Fjeld Band with free admission for Brønnøysund's inhabitants. The gift was a success, as hundreds of people attended and enjoyed the show. Earlier the same day the Brønnøysund Register Centre also arranged Open Day for all those who wanted a tour of our premises. Earlier in the year the employees celebrated the anniversary with their own event, with Bodil Aakre, the “mother of the registers”, as one of the guests of honour.



### THE REGISTER OF COMPANY ACCOUNTS

The Register of Company Accounts is the most important data source for anyone wishing to obtain information on the financial state of affairs for Norwegian business and industry. Enterprises under the obligation to submit annual accounts, annual reports and auditor reports must do so within one month after these have been adopted by the AGM. The purpose is to guarantee financial security and efficiency.

## EXPANDED REGISTRATION

The change in the Act relating to expanded registration of distraint proceedings came into force on 1 March 2008. Since then, information on distraint deductions and proceedings on “nothing for seizure” have been registered in the Register of Mortgaged Moveable Property. The purpose of the expanded registration is to ensure better coordination of distraint proceedings and to improve the credit information base.

The changes apply to distraint proceedings with the regular execution authorities and the Norwegian National Collection Agency when distraint proceedings have been decided. They also apply to distraint proceedings with the regular execution authorities that are finalised with “nothing for seizure”. A database has been established by the Norwegian National Collection Agency (NCA) where the various execution authorities have mutual insight into the information they have. The Norwegian

National Collection Agency is to function as an “information exchange agency” for execution officers and the Register of Mortgaged Moveable Property.

The solution is fully electronic. This means that the information in the NCA database is sent electronically from the execution authorities to the Register of Mortgaged Moveable Property and then distributed to credit information agencies. There is no form for manual case processing of notifications in the Register of Mortgaged Moveable Property.

From 1 March to the end of the year the Register of Mortgaged Moveable Property registered 212 000 new notifications of distraint deductions and proceedings on “nothing for seizure”. If we also include rejected notifications, notifications of changes and striking off and removal, the total comes to 350 000 notifications between 1 March and 31 December.

## COOPERATION AT HOME AND ABROAD

The Brønnøysund Register Centre has many years of positive experience when it comes to cooperation in the national and international fields. 2008 was yet another year with events big and small that indicate that our tradition of cooperation continues.

The Brønnøysund Register Centre's vision is to be a world leader in register operations and electronic administration. To achieve this we must learn from and share our experiences with others.

Norwegian public administration has developed a culture where cooperation is a positive value. While we at the Brønnøysund Register Centre have a focus on the practical side of cooperation, we are collaborating with people when we work with other institutions to find good solutions.

### Interaction and cooperation

The Brønnøysund Register Centre has various forums for cooperation and interaction involving more than 150 actors.

Our establishment of the Central Coordinating Register for Legal Entities in 1995 was an important milestone, not least in the field of cooperation and interaction. The Ministry of Finance was instrumental in establishing interagency cooperation which nurtured the good culture we enjoy today in this field. When Altinn was founded, this process was facilitated by the proactive cooperative relations that had already been established.

Together with other agencies the Brønnøysund Register Centre regularly participates in meetings with representatives from business and industry. The various forums are crucial building blocks for the cooperation between us, the

business community and other users of our services.

The Cooperation Forum for the Central Coordinating Register for Legal Entities is a permanent body that meets several times each year to adjust case processing procedures and help change them in accordance with general developments.

In 2008, the Brønnøysund Register Centre User Forum and the User forum for Electronic Services and Coordination for Business and Industry met in our premises at the same time as the annual meeting of the Altinn advisory board.

### International cooperation

Again in 2008 we have welcomed international visitors, the ones furthest away coming from South Sudan. They were primarily interested in electronic registration at the Central Coordinating Register for Legal Entities and the Register of Business Enterprises.

Over the years, the Brønnøysund Register Centre has contributed our

expertise and that of individual employees to countries that are just beginning to establish register operations.

We have cooperated and exchanged information for many years with the Chinese National Administration for Code Allocation to Organizations (NACAO), which in general corresponds to the Central Coordinating Register for Legal Entities. In this connection we sent a delegation to China in 2008.

In 2008, the Brønnøysund Register Centre arranged the Porvoo 13 conference with 88 participants from Europe, the USA and Japan. The Porvoo conference is held every second year, and coordinates identification across national boundaries based on Public Key Infrastructure.

Last year we received visits from our sister agencies in Sweden, Denmark and Austria and visited our counterpart in Great Britain.

The Brønnøysund Register Centre is an active participant in several important register organizations.





A delegation from the Brønnøysund Register Centre together with the hosts from NACAO in China.

**THE BRØNNØYSUND REGISTER CENTRE IS A KEY PARTICIPANT IN THESE FORUMS:**

- Cooperation Forum for the Central Coordinating Register for Legal Entities
- User Forum for Electronic Services and Coordination for Business and Industry
- The Brønnøysund Register Centre User Forum
- Distributor Forum
- Coordination Agency for e-Administration
- Register Forum
- Altinn Administration
  - Altinn User Council
  - Altinn Advisory Board
  - Altinn Cooperation Group
  - Altinn Service Manager Forum
- Altinn II Project Organization
- The Ministerial Contact Forum Altinn II (Ministry of Trade and Industry, Ministry of Finance, Ministry of Government Administration and Reform, Ministry of Labour and Social Inclusion)
- Agency Managerial Forum (Ministry of Trade and Industry)
- State Central Management Forum

The EBR (European Business Register) is a European network for exchange of business enterprise information. The EBR makes official information about European business enterprises available on the internet across Europe and across barriers that arise due to differences in language, technology and legislation.

The EBR now offers information from 19 European countries: Belgium, Denmark, Estonia, Finland, France, Greece, Ireland, Italy, Jersey, Latvia, Macedonia, Netherlands, Norway, Spain, Great Britain, Sweden, Germany, Ukraine and Austria.

ECRF (European Commerce Registers' Forum) is an organization whose main purpose is to facilitate for coordination between European business registers.

The Brønnøysund Register Centre also participates in the international project "Business Register Interoperability throughout Europe" (BRITE). The aim is to establish electronic communication between European business enterprise registers. This is a comprehensive and

complex cooperation project involving up to 19 European actors. The BRITE project was launched in March of 2006 with a time framework of three years. It is funded by the EU, and is led by EBR.

**Close Nordic cooperation**

The Brønnøysund Register Centre is in close cooperation with register authorities in our neighbouring Nordic countries, particularly Sweden and Denmark, with the mutual exchange of study visits. The Nordic register cooperation occurs on many levels. The many similarities between the Nordic countries make us natural partners. We face the same type of challenges and our agencies are at the same level of development. We develop ideas that are mutually beneficial and inspire each other.

**Research cooperation**

In 2008, the Brønnøysund Register Centre participated in various types of collaborative research. We are members of UNI-

MOD, which aims to develop competence in and solutions for multimodal personalised user interfaces, which will contribute to significantly better cognitive accessibility and will facilitate the use of electronic services. We also participate in LongRec, which aims to find solutions for long-term storage of electronic information.

A third research cooperation we are participating in is the Semicolon project that is focusing on the challenges that arise when establishing compatible terminology systems and models for surveying information the public authorities use when producing services.

**THE NORWEGIAN REGISTER OF HUNTERS**

The Norwegian Register of Hunters registers hunters licensed to hunt in Norway and provides an overview of payment of the hunting licence fee. This register also contains information on hunters who have been disqualified from hunting for a short or long period of time.

## COORDINATION EVERYWHERE

The Brønnøysund Register Centre reports to the Ministry of Trade and Industry, but also carries out assignments for nine other ministries. In addition there are many inter-agency, national and international contact groups, boards and committees that comprise a large contact network.

This contact network has much of the honour for the coordination solutions we administer today. Several of these solutions build on each other in our ongoing simplification and coordination work.

The establishment of the Central Coordinating Register for Legal Entities in 1995 was a key part of the coordination activities. This register offers a common numbering system, the organization number, for identification of all business enterprises and other legal entities for use in the private sector and public administration. When agencies cooperate on basic data from the Central Coordinating Register for Legal Entities, companies are saved much double reporting. The organization number also makes it possible for agencies to exchange data between them.

Established in 1997, the Register of the Reporting Obligations of Enterprises gives an overview of how public forms can be used to achieve genuine cooperation on data compilation. This register ensures that agencies can learn about data already available in other agencies, and when they use the organization number they can exchange this information. The register is continuously working to improve the reuse of basic data from the Central Coordinating Register for Legal Entities, which in turn gives a stronger coordination effect.

The Brønnøysund Register Centre has established an electronic accounts database, where most businesses under the obligation to submit accounts can send them electronically through Altinn. Altinn was launched as a cooperation venture

between the Tax Administration, Statistics Norway and the Brønnøysund Register Centre, the same institutions behind the development of the Central Coordinating Register for Legal Entities. The website [www.altinn.no](http://www.altinn.no) currently offers dialogues with 22 agencies, all based on the ELMER guidelines for designing web forms. The agencies that make their forms available through Altinn are constantly working on simplifying their electronic forms.

In 2006, the ELMER 2 guidelines for public forms on the web were introduced. They ensure recognition across agencies and satisfy strict requirements for user friendliness when it comes to functionality, language and instructions. The guidelines were prepared on assignment from the Ministry of Trade and Industry and are administered by the Brønnøysund Register Centre.

The former web service “Spør OSS” (Ask us) – now “Hjelp til regelverk” (Help with rules) – which was placed under Altinn in 2007 is also the result of cooperation between the Brønnøysund

Register Centre, the Tax Administration and Statistics Norway, in addition to the Norwegian Labour Inspectorate and NAV. “Hjelp til regelverk” (Help with rules) provides overriding information on rules, and functions as a link between a topic and event-sorted overview of rules and the form that belongs to each rule. This website in Altinn will enable further coordination of websites with business information. The work started in 2008 and will make Altinn the preferred channel for the community’s dialogue with the public authorities.

### THE REGISTER OF MORTGAGED MOVEABLE PROPERTY

The Register of Mortgaged Moveable Property registers entitlements and mortgages/security interests on moveable properties. A registration means that the entitlement or mortgage/security interest will be registered as an encumbrance on the person or business enterprise the secured claim concerns. The registration gives protection to creditors.



# AUSTRÅTT SCHOOL MARCHING BAND FIRST IN THE REGISTER OF NON-PROFIT ORGANIZATIONS

Austrått school marching band from Sandnes in Rogaland county was the first to register in the new Register of Non-Profit Organizations. This marching band is one of the more than 100 000 voluntary organizations in Norway.

The register officially opened on 2 December for electronic registration through the website [www.altinn.no](http://www.altinn.no). The very first registration notification processed was for an active school marching band in Sandnes.

Already in the evening of 1 December, the treasurer of Austrått school marching band, Lisbett Austrått, logged on to Altinn.

“I’m a certified accountant and was in Altinn collecting some tax information about some limited companies I am working for. Then the thought struck me that it would be a good idea to register our marching band at the same time. So I guess you could say it was just by coincidence that we were the first,” says Lisbett Austrått.

“Earlier we got an e-mail from the Norwegian Band Federation urging us to register.”

The treasurer hopes that many people in the local community will sign on for the “Grasrotandelen” (the Grass Root share) from Norsk Tipping (Norsk Tipping donates a small percentage of a customer’s bet to the voluntary organization of his or her choice), giving the marching band some funds from the pools.

“We’re hoping that a little bit of the grass root share can make its way to us. Even if we do all the work voluntarily, it costs money to operate a marching band, not least for music instruments, uniforms and transportation to events,” adds Lisbett Austrått.

Austrått school marching band was founded in 1967. It is from the Austrått city district in Sandnes in south-western Norway, with members from Austrått

primary school, Iglemyr primary school, Høyland lower secondary school and Bogafjell school.

A lot of work has gone into forming the new Register of Non-Profit Organizations, which opened for registration on 2 December 2008. Around 50 persons at the Brønnøysund Register Centre have been involved in establishing the register, and 16 employees are involved in registration duties. We know there are more than 100 000 voluntary organizations in Norway and that approximately 85 per cent of the population belongs to at least one.

The Register of Non-Profit Organizations is designed to improve the interaction between voluntary organizations and the public authorities. Associations, foundations and limited companies doing voluntary work can be registered. There is no obligation to register, but all organizations that satisfy the conditions are entitled to register.

If an organization wants to participate in the Grass Root share programme, it



must be registered in the Register of Non-Profit Organizations. When you participate in one of Norsk Tipping’s games, you can choose to allow Norsk Tipping to donate five per cent of your bet to the voluntary organization of your choice.

## WORKING ENVIRONMENT

At the end of 2008, the Brønnøysund Register Centre had more than 475 full-time equivalents. This represents an increase of 14 full-time equivalents compared to 2007. The distribution of female and male employees at the Brønnøysund Register Centre remains stable at around 60 per cent women and 40 per cent men.

Men dominate in higher positions, while women dominate in such positions as executive officer and junior executive officer. The exception is among group managers, where more than 75 per cent are women.

In addition to senior management, men are in the majority in the communication staff, the IT department and the Department for National e-Management and Infrastructure (AEI). Women are in the majority in the Department of Mortgaged Moveable Property, the Department of Business Registers, the Department of Distribution and the Administration Department.

### Age groups

In the 25-29 age group just under 60 per cent are men. In all other age groups there are more women than men, but the differences are quite small in some age groups, with the exception of the 65-70 age group, where all are women.

### New appointments

In 2008, 80 cases were presented to the hiring committee, and decisions were made on 161 appointments. Compared to the figures from 2007, this represented a huge 114.7 per cent increase in the number of appointments. Thirty-six women were hired in 2007, compared to 98 last year.

There was an increase in the number of men hired, from 39 in 2007 to 63 in 2008. Most new appointments were in the positions of executive officer and junior executive officer.

### Working hours and overtime

The Brønnøysund Register Centre has flexible working hours for all job groups. Among permanent employees, 19 women and two men have part-time positions. In 2008, the use of overtime amounted to 10.38 full-time equivalents. The Department of Business Registers and the IT Department had the largest use of overtime.

### Sickness absenteeism

There were reductions in sickness absenteeism among women and men in 2008. For men, the reduction in sickness absenteeism was 24.1 per cent, from 5.4 per cent in 2007 to 4.1 per cent in 2008. For women, sickness absenteeism was reduced by 5.6 per cent last year, from 8.9 per cent last year to 8.4 per cent. All in all, sickness absenteeism came to 6.7 per cent.

### THE CENTRAL MARKETING EXCLUSION REGISTER

The Central Marketing Exclusion Register allows individuals to stop their address from being used for unsolicited direct advertising by mail or for telephone sales.

### Competence-raising

In 2008, the Brønnøysund Register Centre spent NOK 1.8 million on raising competence among employees at the Brønnøysund Register Centre. A little over NOK 400 000 of this was VOX funding used for competence-raising for restructuring measures. These funds are intended for employees whose duties have been changed or eliminated due to the transition to electronic administration. NOK 250 000 has been allocated as grants for further or continuing education to five men and eight women.

Last autumn, seventeen employees commenced their Bachelor's degree studies, while 11 started work on degree modules. Twenty-seven employees participated in English language courses, 25 in practical project courses, 11 in writing courses, nine in guidance and communication courses and 150 have attended a course in conversation management. One woman and three men have participated in the management programme arranged by Nord-Norsk lederutvikling. In 2007, the Brønnøysund Register Centre had four apprentices.





 altinn

# THE NEXT GENERATION ALTINN (ALTINN II) – FROM ACQUISITION PROJECT TO OPERATIONS AND DEVELOPMENT

Early in July 2008, the acquisition part of the Altinn II project was completed with the signing of agreements for the next generation Altinn. Some months later, the Altinn solution was ported to the new platform supplier. The development project for the first version of Altinn II continued throughout the autumn.

2008 was a particularly busy year for the Altinn II project. Tenders from suppliers were received on 31 March. This was followed by a hectic period of assessing the bids. The new suppliers for operations, application management and development were selected and the plans were approved by the Government in the middle of June.

The Brønnøysund Register Centre was very satisfied with the use of the “competitive-dialogue” method.

“For such complex data solutions as Altinn, existing suppliers will always have the benefit of being familiar with the solution. Therefore, we saw it as particularly important to have a thorough process. The competitive dialogue made it

possible for other suppliers to become familiar with the existing solution and to give input to the specification of requirements for the future Altinn. Another important element was that we as customers needed to determine what the market actually could deliver based on a list of ideal requirements. There was extremely real competition right to the conclusion,” says Edvard Pedersen, project manager for Altinn II.

## Signing the Altinn II agreements

On 7 July, Erik Fossum, Director General of the Brønnøysund Register Centre, signed the Altinn II contracts with Grethe Viksaas, director of Basefarm AS, and Roy

Grønli, the department director for public administration at Accenture ASA.

Accenture won the contracts for development and application management, while Basefarm won the contract for operations.

“We’re looking forward to a good and constructive cooperation with Basefarm and Accenture in the coming years.

Through Altinn II we are developing the tools needed to establish interaction across the public sector,” Erik Fossum said in connection with the contract signing.

## New operations platform

After months of planning, installation, configuration and testing, the Altinn solution was launched on a new operating platform at Basefarm on 1 December. Then it was time for Altinn to thank Accenture and their sub-supplier Ergo Group for the first five years of solid operations of Altinn. The transition to a new platform had no major hitches, even if things pop up that need to be adjusted and improved, just as expected.

## THE LOTTERY REGISTER

The Lottery Register is a national register and case processing/archive system for the lottery market in Norway. The Norwegian Gaming Board in Førde is responsible for the Lottery Register in cooperation with the police, but the register is operated by the Brønnøysund Register Centre.

## ITIL – framework for professional service management

Service management, the handling of events, changes and any problem situations are dealt with by means of the ITIL principles, which after the mid 1990s have been an international de facto standard for service management of complex and critical IT solutions. This means that Brønnøysund employees serve as Incident Managers, Change Managers and Problem Managers. Already over the last two years, all events and customer inquiries have





Grethe Viksaas (Basefarm), Erik Fossum (the Brønnøysund Register Centre) and Roy Grønli (Accenture) signed the Altinn II contracts on 7 July 2008, after a very thorough acquisition process.

been registered using the Frontrange ITSM ITIL tool with strict case processing and response requirement times.

“The Brønnøysund Register Centre operates the Altinn solution on behalf of more than 20 agencies and cooperation partners. If there is a problem, for example in submitting tax returns, this may have serious consequences. Therefore solid procedures and processes are required. We have gained good experience of the ITIL framework in dealing with all events, wishes for modifications and errors/problems in a good and professional manner,” says Roy G. Horn, service manager of Altinn central administration.

### On the way to the Altinn solution of the future

Not long after the contract had been signed, after a few weeks of summer holiday, we started to prepare the detailed specifications for the first version of Altinn II. The first version of Altinn had its main focus on the solution for developing forms

and services. Technology changes quickly, and the old “form engine” and form development solution in Altinn are more than due for replacement. A new service development solution will be in place in the version to be launched in the autumn of 2009.

“The aim of the first version of Altinn II is to put in place a modern service-oriented architecture for service development with common components that can be used by the entire public sector. Not least, the idea is to design the new solution to support interaction between several actors. The Altinn II programme is a multi-stage rocket, and end users will probably not notice much of the changes in the first version,” says Cat Holten, system architect with Altinn central administration.

### Organization and realizing gains

Technological development is important, but not enough on its own to make Altinn II a success. A decisive requirement for future success is to achieve better elec-

tronic interaction between the private sector and public administration and across the public sector. This means that the technological possibilities of Altinn II must be exploited to increase efficiency and improve work processes, and to attain large-scale benefits when public agencies do not have to acquire and operate their own solutions for data collection and electronic interaction with users.

“The work with Altinn II has meant a substantial anchoring of the work with Altinn. Many parties are involved, including the Ministry of Trade and Industry, the Ministry of Government Administration and Reform, the Directorate of Administration and ICT, the Ministry of Finance, key service owners, user organizations and expertise environments. A crucial task for our future work is to ensure that organizational barriers will not get in the way of the interaction we would like to have, to the benefit of business and industry and the general population,” says Edvard Pedersen.

## MILESTONES IN THE ALTINN II PROJECT IN 2008

**11 February** The final call for tenders was sent to the three pre-qualified suppliers. The tenders from the suppliers were received on 31 March, and these were the focus of our assessments until the contract was awarded.

**On 8 April** the Ministry of Trade and Industry sent a letter to all the ministries that if any public authority were to choose another solution where Altinn could have been used, a special rationale would have to be submitted. Altinn II was also given a central role in “Time for innovation and production”, the Government’s action plan for reducing the administrative costs of business enterprises.

**On 12 June** it was clear that the Government stood behind our efforts when a government conference determined that the recommendation relating to the awarding of contracts from the Altinn II project was to be realized.

**On 7 July** the new Altinn agreement was finally signed, marking the completion of the acquisition part of the Altinn II project. Accenture will be responsible for development and application management of the future Altinn solution, while Basefarm will be responsible for operations.

**On 1 December** Altinn was in place on a completely new operating platform. The entire solution and all stored data were ported to the new operating platform, which is to be served by Basefarm.

**19 December** The specification for the first version of Altinn II, which will be operative in the autumn of 2009, was finished just before the new year. This describes everything that will be delivered in the first version.

## COORDINATED INFORMATION - A PLACE TO START

It will now be easier for businesses to find all the information about rights, obligations and possibilities in relation to the public authorities. The most important elements will be collected and systematised in one place with links to in-depth information on the website of each public agency. The Brønnøysund Register Centre has done much of the preparatory work in 2008, and Altinn is the key to it all.

Well aware of the fact that the public authorities and business and industry depend on correct answers on forms for fair case processing, we still have to admit that only the very few enjoy filling in forms, even when doing this electronically in Altinn. Altinn is now being developed as a service to business enterprises, with explanations of complicated rules, overviews of funding schemes, links to acts and needless to say links between information and forms.

It all started back in 2007, when the website “Spør OSS” (Ask Us) was shut

down to reappear in Altinn under the tab “Hjelp til regleverk” (Help with rules). Here you will find frequently asked questions about rules for establishing and operating a business enterprise in relation to the Norwegian Labour Inspectorate, the Brønnøysund Register Centre, NAV, the Tax Administration and Statistics Norway. In 2008, users have looked up such pages in Altinn 4300 times a day.

### Tenant with full control

The challenge is to ensure that the agencies make their own decisions on how they

### ALTERNATIVE TREATMENT

The Register of Complementary Practitioners is important for anyone requiring information about registered practitioners and practitioner organizations. The aim of the register scheme is to help ensure patient safety and consumer rights for anyone seeking a registered complementary practitioner, and to contribute to a serious way of conducting business among complementary practitioners.

want to inform about their own rules, even when the text is presented on a common portal such as Altinn. Today the “Spør OSS” (Ask Us) service is basically a tenant in the Altinn “shopping centre”, with full control of the content of its own “shop” through its “owners” at the agencies.

Altinn will be taking in more tenants. It will then be the task of the “shopping centre” to make each of them visible and accessible with a logical place to find them

in the portal and understandable references to all the material to be found so that they will find it worthwhile to be under the umbrella of a large centre instead of remaining alone on the outside.

There are many public websites that can provide a picture of how the business community should and can deal with the public authorities. Just as with the former “Spør OSS” (Ask Us) service, the website “Hjelp til regleverk” (Help with rules) explains legal requirements business enterprises must comply with, focusing on the requirements for each industry. “Bedriftshjelp” (Company help) is the Government’s guide to public grant schemes, while Bedin gives information on launching and operating a business enterprise in all these areas, and on rules and national and international funding schemes.

### Simpler and cheaper

All these websites are good information portals with enthusiastic editorial staff cooperating on an easy-to-understand

common portal rather than cultivating details under the logo of their own agency. All have opted for plain language rather than the exact wording of the law, and they all consider the situation of small companies rather than major enterprises with their own legal expertise.

Nonetheless, the sum total of all of this could still confuse the user. Often company employees, just like other people, would prefer to enter keywords in a search engine rather than browse a particular website. In such cases, they will get hits from a number of websites and be taken to many texts with approximately the same content, but which may have different approaches and different ways of explaining the rules.

When such websites are collected in Altinn, a user will not have to browse many websites to find the total amount of information. Even more important, each editorial staff will clean up the information they provide so that users will find information about a topic in only one place.

### Preparations in 2008

“Bedriftshjelp” (Company help) was established in the autumn of 2008 with the editorial responsibility placed with the Brønnøysund Register Centre. Here information is collected in one place from around twenty agencies offering public funding, initially with pilot programmes outside Altinn and active follow-up of feedback from users, before it is all placed in the large Altinn portal where it is not as easy to make quick changes.

Bedin, whose staff of experts is located in Narvik, was formally taken over by the Brønnøysund Register Centre on 1 January 2009. Work on establishing a well-functioning section for company advice in Narvik was already initiated in the summer of 2008, and we are well under way in analysing similarities and differences between the content of Bedin and the other portals. In the not too distant future, information from Bedin that the other agencies do not have will be put in a proper place in Altinn and be adapted by the

agencies in the same way as the pages from “Spør OSS” (Ask Us) and “Bedriftshjelp” (Company help).

The cooperation with “Hjelp til regelverk” (Help with rules) has not reached this stage yet. Initially better links will be made between this portal and Altinn. A decision on full incorporation into Altinn is still some way down the road.

The shopping centre will be open throughout the rebuilding process. The only difference companies will see is that they will be receiving an increasingly better selection of public information, still supplied by enthusiastic agency representatives. This will create a more demanding interaction between the agencies, but it will be simpler for founders and business enterprises.

### THE REGISTER OF POLITICAL PARTIES

The Register of Political Parties is, as the name suggests, a register of political parties. The main purpose of this registration scheme is to give political parties the opportunity to obtain the exclusive right to a party name. Registration in this register constitutes the basis for who may represent the party to the election authorities.

### THE REGISTER OF BANKRUPTCIES

The Register of Bankruptcies contains information on estates in bankruptcy, debtors in liquidation and compulsory liquidations. The register contains key information about each estate, including who is or has been the general manager, chairman of the board and auditor of a business enterprise in receivership, and whether the chairman of the board and/or the general manager had any positions in other business enterprises at the time when liquidation proceedings were opened.



## ALTINN REPORTING REACHING NEW HEIGHTS

In 2008, eight of ten businesses chose to report taxes and value-added taxes through Altinn, while nine of ten logged on to Altinn to report to NAV's employer and employee register. Other large form schemes still have some way to go to satisfy the Government's goal.

The Government's action plan Elektroniske tjenester til næringslivet (Electronic services to business and industry) states that "In 2008, 75 per cent of all reports to the public authorities using the 15 most used forms should be performed electronically".

Eleven of the 15 forms the Government is referring to are available as electronic forms in Altinn, or the agencies concerned have developed their own electronic solutions that can be reached after logging on to Altinn. Six of these 11 forms have satisfied the Government's goal, and have in part exceeded expectations.

### Success for tax and fee reporting

Among the four agencies that are behind the 15 forms on the list, the Tax Administration has excellent results.

The wage and deduction statement ended at more than 90 per cent, while the Shareholder register statement achieved 95 per cent in 2008. The tax returns for business operators and companies have also surpassed the goal, at 84 per cent. The tax returns are a complex "form package" which includes the main form and a number of sub-forms, such as the trading statement, balance form, vehicle forms and so on.

Reports on value-added tax have increased for each term after Altinn

### ALTINN

Altinn is a joint solution for electronic dialogue between businesses and the public authorities. Businesses can submit forms through the web portal or directly from their computer system, and the public authorities can then send feedback to the enterprise. Altinn is managed by the Brønnøysund Register Centre.

took over for the Tax Administration's WebMva solution in 2004. During 2008, the turnover statement passed 85 per cent electronic delivery. What is particularly interesting with the value-added tax reporting is that the user receives full payment information in return through Altinn immediately after reporting. In 2008, the Tax Administration did not have to send approximately one million paper invoices by mail, saving the agency millions in printing and distribution costs, not to mention the environmental benefit.

The Tax Administration also provides the inspection service "Value-added tax account for business enterprises" in Altinn, where users can check their accounts ledger with the Tax Administration.

### Personnel reporting to NAV

NAV (the labour and welfare administration) had a high electronic percentage for their "Aa" (employer-employee) report to the Employee and Employer register even before NAV joined the Altinn cooperation. The solution became available by logging on to Altinn in the spring of 2006. In 2008, 91 per cent of those under the reporting obligation chose to report electronically. Two of NAV's forms on the top 15 list are so far not available electronically.

### Annual accounts getting close to the goal

In 2008, 63 per cent of annual accounts were submitted electronically through Altinn to the Register of Company Accounts in Brønnøysund. This figure

#### THE REGISTER OF NON-PROFIT ORGANIZATIONS

The aim of the Register of Non-Profit Organizations is to improve and simplify the interaction between voluntary organizations and the public authorities. The register also aims to provide systematic information that can strengthen the legitimacy of and knowledge on voluntary activities and help the authorities when they are forming public policies for the voluntary sector.

has risen substantially in recent years. The goal of 75 per cent was not reached, largely due to a lag after a slightly slow start during the first years of Altinn.

“Getting businesses to shift to electronic work processes has proved to be more demanding for the annual accounts than for many other work processes. Changing signature procedures and the fact that the Register of Company

Accounts does not wish to receive fancy 100-page booklets with pictures printed on glossy paper are among the challenges we are now overcoming. We are hoping to approach 75 per cent for the 2008 accounting year,” says Harald Alstad, deputy director at the Register of Company Accounts.

The Register of Company Accounts saves large amounts through electronic reporting. While the case processing time for annual accounts submitted on

#### THE NATIONAL FEE COLLECTION OFFICE

The National Fee Collection Office's task is to register and invoice vouchers as the basis for keeping accounts and collecting fees and charges for the state. The fees concerned are those paid in connection with forced sales, execution proceedings and other enforcement proceedings carried out by district police and public registrars/district court judges.

paper averages around eight minutes, the case processing time for electronically submitted annual accounts is less than two minutes.

#### Coordinated register notification halfway to the goal

Almost 60 per cent of newly registered sole proprietorships chose electronic registration in 2008. For limited companies, 44 per cent of new registrations were made through Altinn. When including all notifications of change, the total data collection of the Central Coordinating Register for Legal Entities and the Register of Business Enterprises came to 30 per cent. The Department of Business Registers believes that if the legislation is simplified, this may have major impact on how many enterprises choose to submit electronically.

“We're working to amend the Act relating to Business Enterprise Registration and the Act relating to the Central Coordinating Register for Legal Entities that will simplify the signature requirements for

#### THE EUROPEAN BUSINESS REGISTER

Altinn is a joint solution for electronic dialogue between businesses and the public authorities. Businesses can submit forms through the web portal or directly from their computer system, and the public authorities can then send feedback to the enterprise. Altinn is managed by the Brønnøysund Register Centre.

new registrations and changes submitted to the Central Coordinating Register for Legal Entities and the Register of Business Enterprises. Business enterprises may then delegate submissions and signing to such officials as their lawyer, accountant or auditor. The Tax Administration has enjoyed great success by simplifying the signature requirements, and we are hoping to achieve the same effect,” says Ketil Ingebrigtsen, director of the Department of Business Registers at the Brønnøysund Register Centre.



# FIVE YEARS OF ALTINN!

## Three of four companies have cut down on paperwork

On 8 December, Altinn celebrated its fifth anniversary well aware that the public forms portal has led to simplification for business and industry and also helped modernise the public sector.

A total of 400 000 Norwegian business enterprises have shifted from paper to electronic submission of public forms since the portal opened on 4 December 2003. Since then, Altinn has developed into a cornerstone in the Government's efforts to reduce the administrative burdens on business and industry.

The fifth anniversary was celebrated by employees in Brønnøysund and Oslo together with Altinn's cooperation partners. Heidi Grande Røys, Minister of Government Administration and Reform, also attended and congratulated Altinn on the anniversary.

"This day can be celebrated in the certainty that Altinn not only has made Norwegian business more efficient, but that it also has contributed vitally to the digitalisation and innovation of public administration. During the brief period Altinn has existed, it has fundamentally changed the way business enterprises report to the public authorities," Grande Røys stated at the anniversary celebration.

While Altinn has come far over these five years, there is still much work to do. The Government is focusing heavily on further development of Altinn through the next generation Altinn project (Altinn II). This means that improved interaction between the public authorities that collect information from businesses will be a crucial part of our efforts in the coming years.



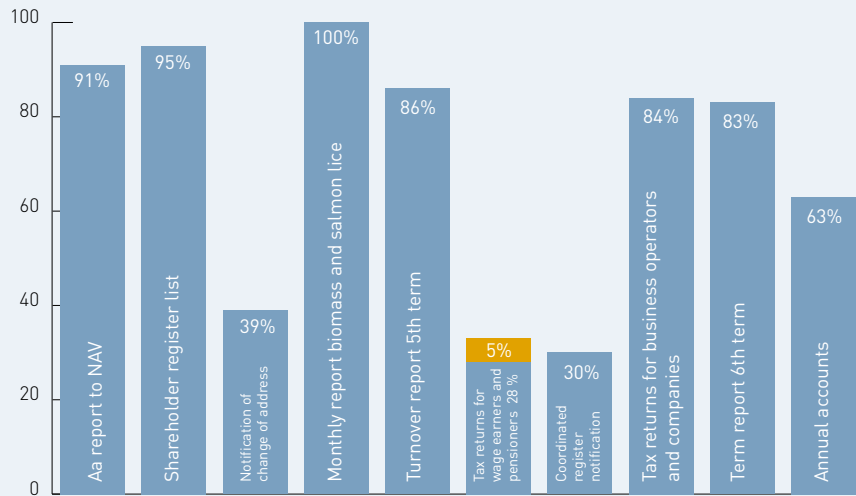
### Facts about Altinn

- The Tax Administration, Statistics Norway and the Brønnøysund Register Centre took the initiative to found Altinn (represented by Bjarne Hope, then director of the Tax Administration, Svein Longva, director of Statistics Norway and Erik Fossum, director general of the Brønnøysund Register Centre)
- Today more than 20 agencies participate in the Altinn cooperation
- 35 million individual forms have been submitted through Altinn since it started operations
- More than 2.3 million individuals have sent in one or more forms through Altinn
- More than 430 000 business enterprises have reported electronically through Altinn since it started. In 2008, more than 424 000 business enterprises reported through Altinn

### Findings from this year's survey of users\*

- 91 per cent say that it should be possible to submit all forms to the public authorities through Altinn
- 79 per cent feel it is safe to use Altinn
- 86 per cent say that information about legislation and rules should be accessible in Altinn
- Every fifth Altinn user has been in contact with the user service during the last year, and the great majority of these say that they received a quick response and that the level of knowledge at the Altinn user service is high

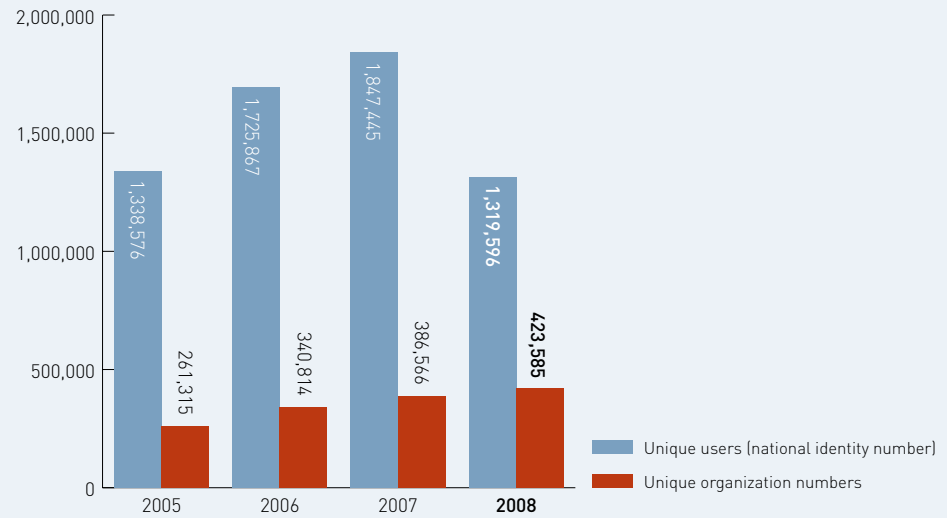
\* Telephone interview with 2000 business managers.



## Proportion submitted through Altinn

The diagram shows the percentage submitted through Altinn for some selected forms for private individuals and business enterprises. Six forms have satisfied the Government's goal of a proportion of 75 per cent electronic submissions by the end of 2008.

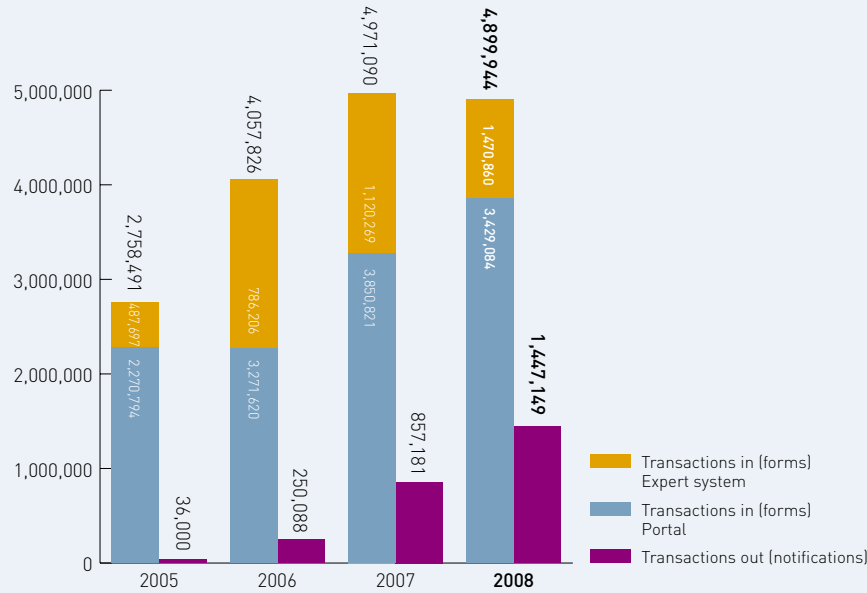
Monthly reports for biomass and salmon lice can only be submitted electronically through Altinn, and thus are at 100%.



## The number of Altinn users 2005 – 2008

More than 423 000 business enterprises reported through Altinn in 2008, an increase of approximately 10 per cent compared to the preceding year. In spite of the new scheme with silent acceptance of tax returns, Altinn had more than 1.3 million users (unique national identity numbers) in 2008. This corresponds to a reduction of almost 29 per cent from 2007.

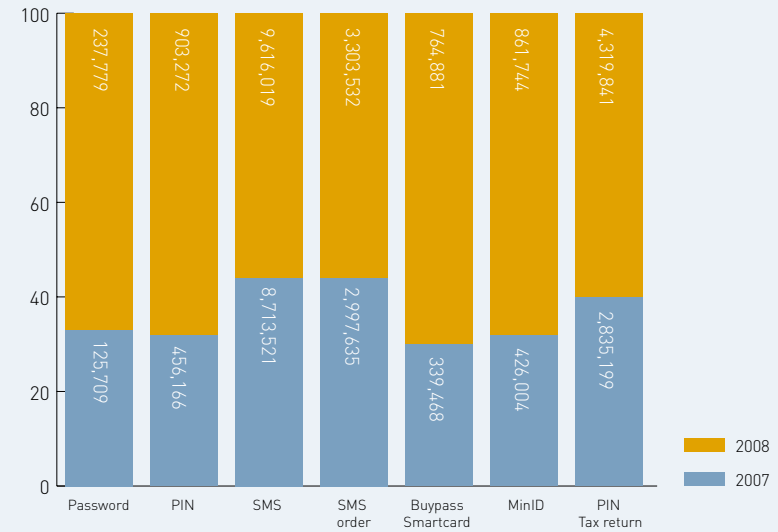
From 2005, the number of business enterprises reporting through Altinn has increased by 62.1 per cent, while the number of unique users has been reduced by 1.4 per cent.



## Transaction statistics 2005 – 2008

The number of IN transactions through Altinn (incoming reports) was reduced by 1.4 per cent from 2007 to 2008. Almost 4.9 million main forms were received. If sub-forms (attachment forms) are included, the number rises to more than 9.9 million submitted individual forms.

The number of OUT transactions came to more than 1.4 million notifications, a clear increase from the preceding year.

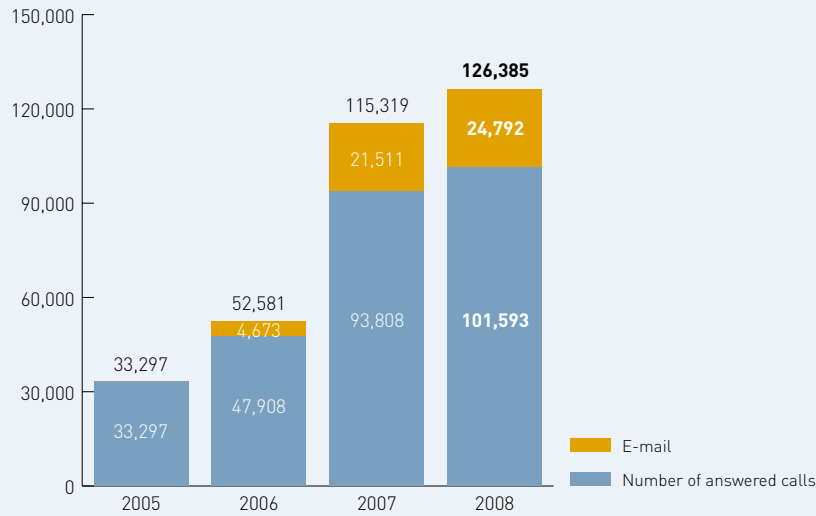


## Log-on mechanisms

Logging on with one-off codes continues to be the most used way of logging on. However, more and more users are logging on by means of a smartcard (Bypass Smartkort).

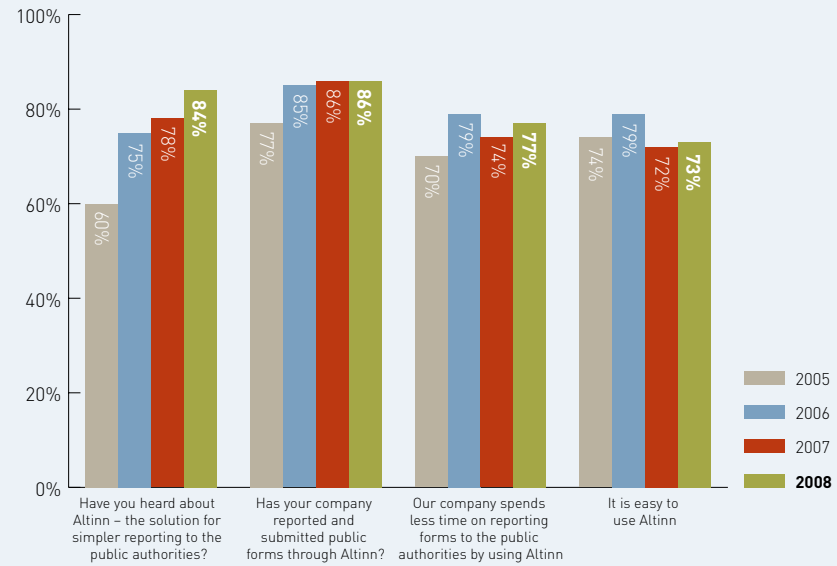
The total increase in the number of log-ons from 2007 to 2008 amounted to 28.5 per cent.





## Altinn User Service

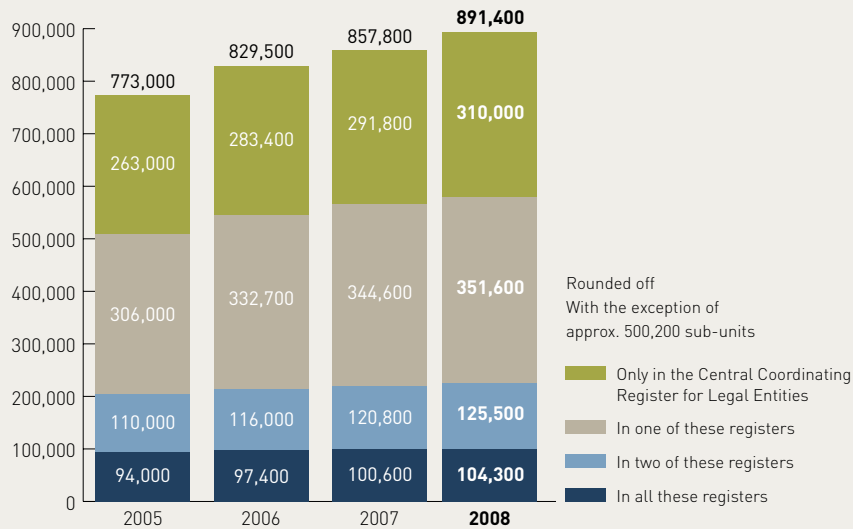
The number of calls answered by the Altinn User Service increased by 8.5 per cent from 2007 to 2008. The number of e-mails rose by approximately 15 per cent. The average telephone waiting time is unchanged from last year, while the call time has decreased by around 10 per cent.



## Proportion responding YES to the annual survey of users

This year's phone interviews with 2000 managers shows that familiarity with Altinn has increased by six per cent compared to last year, while the number of business enterprises that have reported and submitted forms from the public authorities is unchanged. The number of business managers who feel that their company spends less time on forms from the public authorities by using Altinn has increased by three per cent. There is also an increase of one per cent among those who find that Altinn is easy to use.

## 2008 STATISTICS THE CENTRAL COORDINATING REGISTER FOR LEGAL ENTITIES

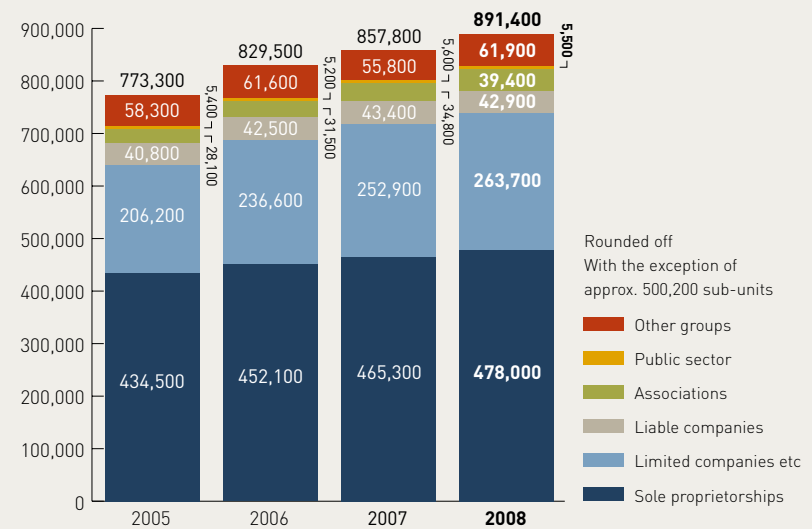


### Registered in the Central Coordinating Register for Legal Entities 2005 – 2008

The growth of the Central Coordinating Register for Legal Entities continues. At the end of 2008, 891 400 entities had been registered, an increase of 33 600 compared to the year before. In recent years, growth has been fairly stable, with slightly steeper growth from 2005 to 2006. Last year, for the first time, growth was largest in "Only in the Central Coordinating Register for Legal Entities", which saw an increase of 6.2 per cent.

The figures show registrations in the Central Coordinating Register for Legal Entities in connection with the NAV AA (employer and employee) register, the Register of Business Enterprises and the Value Added Tax Registration List. The graph shows how many registers each entity is registered in. Last year there was growth of between 2.0 per cent and 6.2 per cent in all categories.

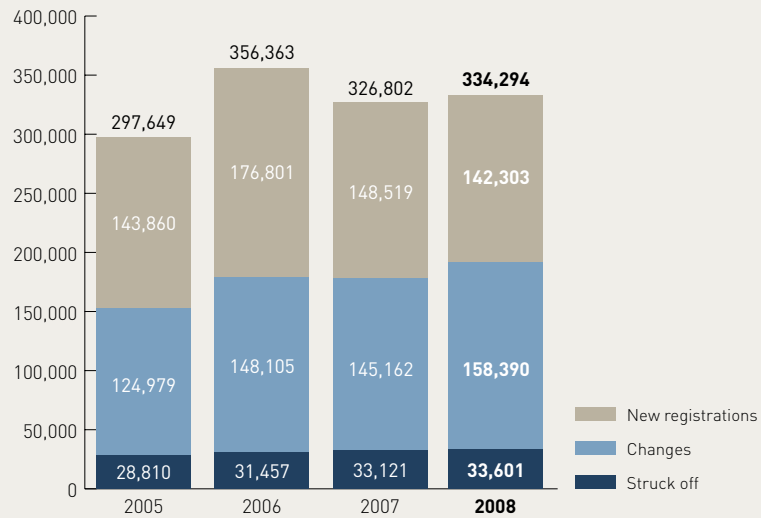
The cooperation between the Central Coordinating Register for Legal Entities and the affiliated registers means that anyone in business wishing to register a new company or report changes only needs to do so in the Central Coordinating Register for Legal Entities. The Central Coordinating Register for Legal Entities forwards the necessary information to the affiliated registers.



### Registered in the Central Coordinating Register for Legal Entities, distributed according to main groups 2005 – 2008

A total of 72 889 new entities were registered during 2008. This is a small reduction compared to 2007. The sole proprietorship organization form is the largest in the Central Coordinating Register for Legal Entities. With 478 000 entities as of 31 December 2008, this group amounted to 53.6 per cent of all registered entities. Limited companies is the second largest organization form, and with its 263 700 registered entities it amounted to 29.6 per cent. In total there has been an increase in 2008 of 28.2 per cent in the Central Coordinating Register for Legal Entities.

Growth in 2008 was largest for the organization type sole proprietorships, with a total of 12 700 registrations, while associations had the second largest increase with an increase of 13.2 per cent. A total of 4600 new associations were registered in 2008. One of the reasons for this growth may be that many associations were required to have an organization number in various contexts, for example to obtain a bank account. The category "Other groups" also had an increase in 2008.



## Cases processed by the Central Coordinating Register for Legal Entities 2005 – 2008

In 2007, the number of cases in the Central Coordinating Register for Legal Entities dropped by 8.3 per cent compared to the preceding year. Last year the number of cases increased by 2.3 per cent from 2007. The case load includes processing 65 100 sub-entities.

In 2008, the greatest increase was in the group “changes” with 9.1 per cent, while there was a reduction in new registrations of 4.2 per cent. There was a 1.4 per cent increase in the number of enterprises struck off in 2008.

A total of 420 134 notifications were received by the Central Coordinating Register for Legal Entities in 2008, corresponding to an increase of 4.7 per cent. Of these, 124 341, or 29.6 per cent, were electronic notifications. In 2007, the proportion of electronic notifications was 16.4 per cent, in other words, an increase of 80.7 per cent.





## 2008 STATISTICS THE REGISTER OF BUSINESS ENTERPRISES

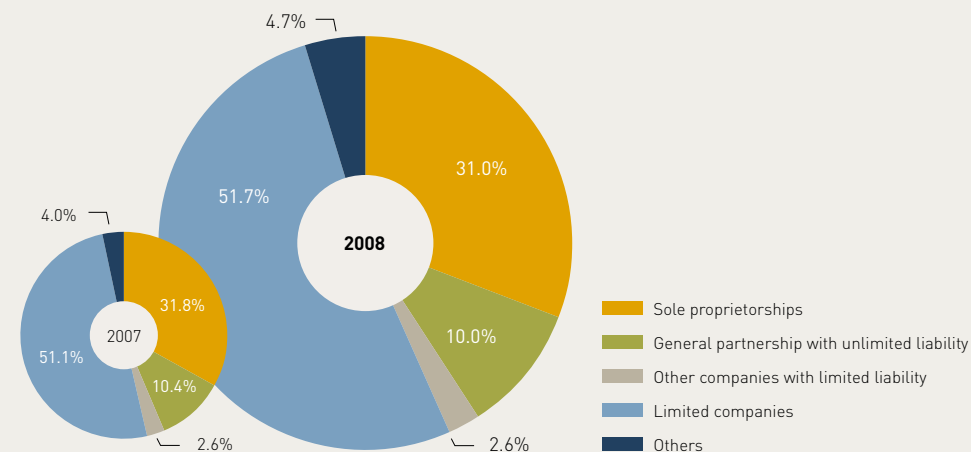
Organization form	Newly registered business enterprises 2007	Total number as of 31 Dec. 2007	Newly registered business enterprises 2008	Total number as of 31 Dec. 2008
Limited company	20,375	203,740	17,372	211,439
Public limited company	20	483	7	414
General partnership with unlimited liability	563	20,838	503	19,661
General partnership with shared liability	1,883	19,266	1,808	20,065
Company with Limited Liability	106	2,313	41	2,282
House-building cooperative	1	111	1	104
Housing association	466	8,056	245	8,202
Sole proprietorship	6,774	127,184	6,411	127,148
Condominium	481	2,677	509	3,189
European economic enterprise group	0	0	0	0
County enterprise	0	14	1	13
Association/Club/Organization	48	848	49	886
Mutual insurance company	0	53	2	54
Inter-municipal company	9	216	13	229
Municipal enterprise	25	233	13	235
General partnership	75	968	30	894
Foreign enterprise registered in Norway	3,775	10,973	3,598	13,344
Pension fund (new in 2008)	-	-	20	21
Shipping partnership	15	522	11	432
Cooperative enterprise (new in 2008)	-	-	86	96
State-owned enterprise	1	6	0	6
Savings bank	0	121	0	119
Foundation	35	961	22	936
Other enterprises pursuant to special legislation	3	71	3	72
<b>Total</b>	<b>34,655</b>	<b>399,654</b>	<b>30,745</b>	<b>409,841</b>

### New registered business enterprises 2007 – 2008 and total number as of 31 December 2008

The trend from 2007 with a decline in the number of registrations continues. After the taxation rules were changed, there was a steep increase in the number of new business enterprises that were founded in 2006, but we are now back below the 2005 level. In 2005, 33 920 new business enterprises were registered, while last year 30 745 were registered.

From 2007 to 2008 there was a reduction in the number of new registrations of 11.3 per cent or 3910 business enterprises. At the end of last year, 409 841 business enterprises were registered in the Register of Business Enterprises.

The largest addition to the Register of Business Enterprises in 2008, as in 2007, was limited companies, with 17 372 registrations. A total of 6411 new sole proprietorships were registered, while 3598 new foreign companies (NUF) were registered in Norway, and this is the type of company that has the most obvious growth with a percentage increase of 21.6 compared to 2007. The growth of these NUF business enterprises was, however, lower than in 2007.



### Registered business enterprises, by type. Per cent as of 31 December 2007 and 31 December 2008

Limited companies continue to be the largest type of business enterprise in the Register of Business Enterprises, and at the end of 2008 came to 51.7 per cent of all types. The proportion of sole proprietorships continues to drop, and is now at 31 per cent. This trend has persisted over several years. The growth in the diagram of "Others" is primarily due to the growth in foreign companies registered in Norway.

County	Struck off 2007	Registered 2007	Struck off 2008	Registered 2008
Østfold	909	1,673	1,170	1,522
Akershus	2,041	3,756	2,257	3,301
Oslo	3,643	7,026	4,349	5,742
Hedmark	549	962	663	885
Oppland	576	1,063	653	895
Buskerud	918	1,776	1,124	1,663
Vestfold	838	1,515	972	1,446
Telemark	568	1,024	683	968
Aust-Agder	372	636	410	635
Vest-Agder	617	1,436	658	1,301
Rogaland	1,293	3,163	1,406	2,785
Hordaland	1,698	3,274	1,736	2,871
Sogn og Fjordane	335	618	355	593
Møre og Romsdal	859	1,567	942	1,381
Sør-Trøndelag	945	1,824	1,043	1,624
Nord-Trøndelag	339	703	412	668
Nordland	811	1,276	919	1,218
Troms	567	859	662	799
Finnmark	291	445	320	368
Arctic sea islands/Shelf/Misc.	27	59	44	80
<b>Total</b>	<b>18,196</b>	<b>34,655</b>	<b>20,778</b>	<b>30,745</b>

## New registrations in and entities struck off the Register of Business Enterprises, by county

There has been a drop in the number of new registrations in all counties on the mainland in 2008. The largest reduction in the number of new registrations was in Oslo, with a reduction of 1284. Aust-Agder county had the smallest reduction with only one less registration in 2008 compared to 2007. The total reduction in the number of new registrations last year amounted to 11.3 per cent.

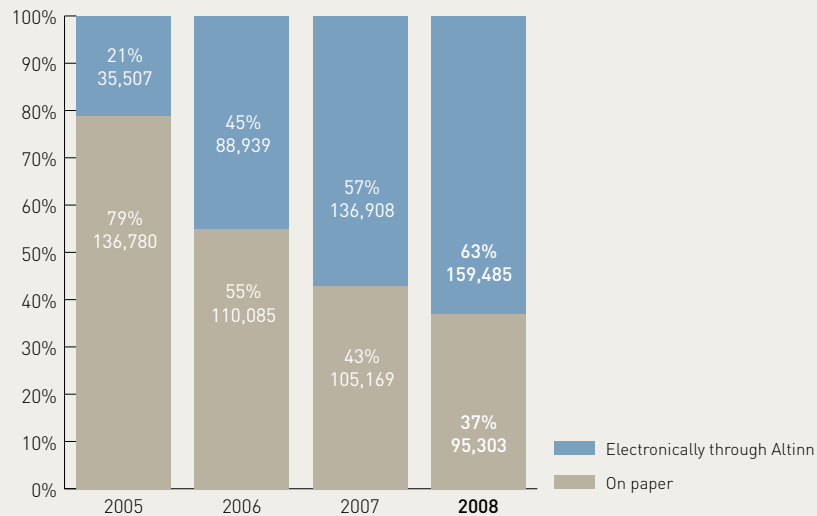
The number struck off the register has risen in all counties from 2007 to 2008. The total increase amounts to 14.2 per cent. The greatest increase in the number struck off the register was found in Oslo with 706 more in 2008 than in 2007, while Finnmark county had an increase of 29 struck off enterprises last year.

Basis for sending to court	2005	2006	2007	2008
Lack of an auditor	659	751	882	<b>966</b>
Incomplete board	168	130	145	<b>180</b>
No general manager	3	3	0	<b>1</b>
Inadequate capital	0	0	0	<b>0</b>
Limited companies dissolved more than one year	929	724	712	<b>739</b>
<b>Total</b>	<b>1,759</b>	<b>1,608</b>	<b>1,739</b>	<b>1,886</b>
Rectified after being taken over by the court	993	790	710	<b>775</b>
Compulsory dissolution or processed by the court	869	870	976	<b>1,031</b>

## Business enterprises sent to court 2005 – 2008

A total of 1886 business enterprises were sent to court last year, an increase of 8.5 per cent from the year before. The lack of an auditor continues to be the prime reason for sending a business enterprise to court, followed by limited companies that have been dissolved for more than one year.

Of the business enterprises sent to court during 2008, 775 rectified the situation. A total of 1031 business enterprises went into compulsory liquidation or were processed by the court, which is an increase of 55. In 2007, this number increased by 106 compared to 2006.

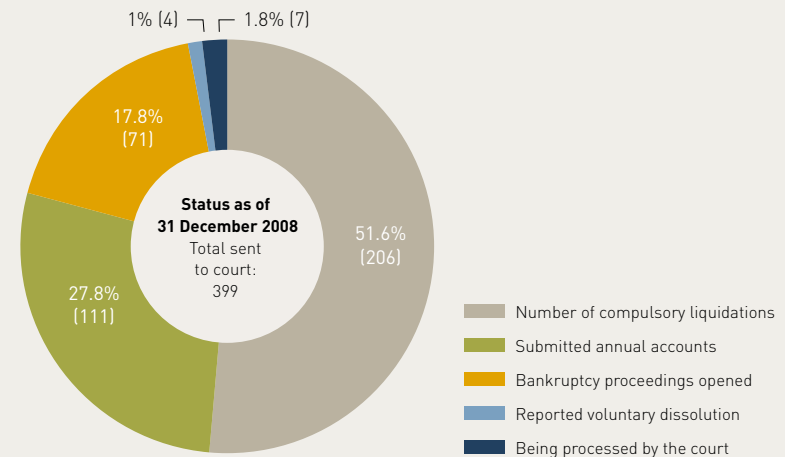


## Annual accounts submitted for the fiscal years 2005 – 2008

2007 was the first year that a majority opted to submit their annual accounts to the Register of Company Accounts electronically through Altinn, and developments are positive for 2008. Sixty-three per cent of a total of 254 788 annual accounts were submitted in this way, while the rest were sent on paper. The Register of Company Accounts received 5.3 per cent more annual accounts than in 2007.

Incomplete annual accounts are refused. In 2008, there was a positive development in the percentage of refused accounts, which dropped by one percentage point compared to 2007. The percentage of refused accounts continues to be lowest for annual accounts submitted electronically, where a total of 9.9 per cent is refused. A total of 15.6 per cent of the annual accounts submitted on paper were rejected. Some of the most common causes for refusal include the lack of attachments, erroneously filled in forms, notes that are absent or wrongly entered, or that the auditor's report is not included or is not filled in correctly.

Annual accounts must be submitted to the Register of Company Accounts before 1 August. Companies that do not comply with the deadline for submitting the accounts have to pay a fee for the delay, which increases the longer the company delays. When submitting annual accounts through Altinn, the deadline has been stretched one month before a fee has to be paid for late submission.

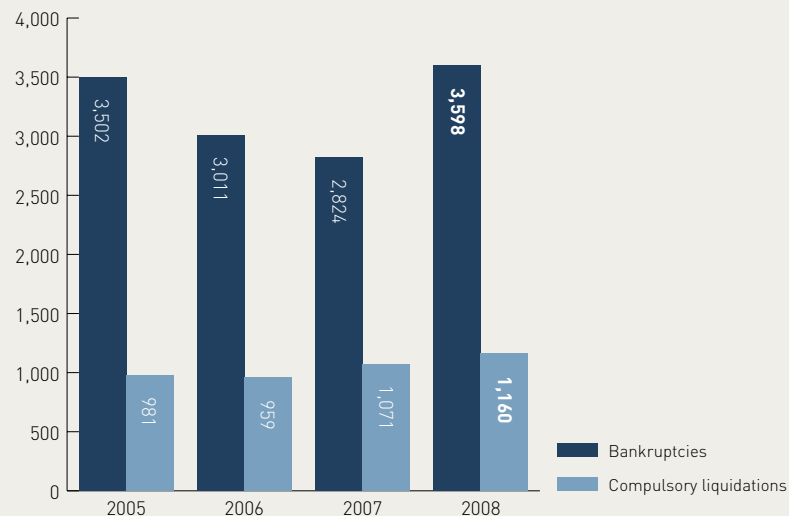


## Limited companies sent to court for not sending in annual accounts for 2006

In 2008, there was an increase in the number of companies sent to court for not having submitted their annual accounts for 2006, an increase of 35.3 per cent compared to the year before. A total of 51.6 per cent of these companies were forced into liquidation, while 27.8 per cent eventually submitted their annual accounts and thus avoided compulsory liquidation. Bankruptcy proceedings were opened in 17.8 per cent of all the companies sent to court.

The development from 2005 to 2008 shows that there has been a drop in the total number of companies sent to court from 2005 to 2006. From 2007 to 2008, there was a small increase in the number sent to court. From 2005 to 2008, there has been an increase in the number sent to court, amounting to 16.3 per cent.

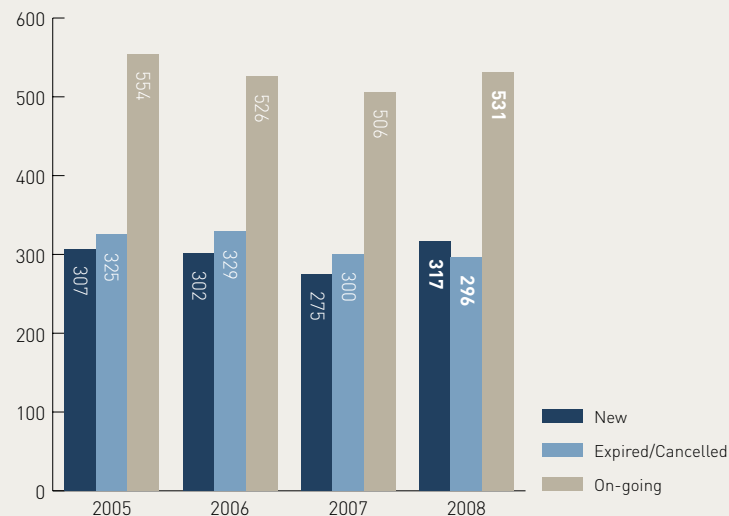




## Bankruptcies and compulsory liquidations 2005 – 2008

In 2008, a total of 4758 bankruptcies and compulsory liquidations were registered in Norway. This is 863 more than in 2007. The number of bankruptcies rose by 774, while the number of compulsory liquidations increased by 89. All in all, there was an increase of 22.2 per cent compared to 2007.

The largest increase in the number of bankruptcies occurred in the final quarter last year. The number of forced liquidations has had an increase of 11.7 per cent during the last two years. There has been a reduction in the number of bankruptcies each year after the peak in 2003, when there were 5072, and up to 2007.



## New and struck off/expired disqualifications 2005 – 2008

In 2008, there was an increase in the number of disqualifications. There were 42 more disqualifications last year in comparison to 2007. The number of on-going disqualifications also increased by 25, while four less disqualifications expired or were rescinded.

A disqualification period lasts for two years.

## 2008 STATISTICS THE REGISTER OF BANKRUPTCIES

County	New	Expired/Cancelled	On-going
Østfold	28	22	46
Akershus	32	27	58
Oslo	47	26	74
Hedmark	11	9	23
Oppland	6	7	12
Buskerud	48	42	73
Vestfold	25	17	37
Telemark	3	2	7
Aust-Agder	14	9	24
Vest-Agder	3	6	8
Rogaland	19	19	36
Hordaland	16	12	23
Sogn og Fjordane	1	5	2
Møre og Romsdal	14	9	27
Sør-Trøndelag	14	21	20
Nord-Trøndelag	2	14	3
Nordland	11	13	22
Troms	9	12	13
Finnmark	8	11	12
Abroad	6	13	10
Unknown	0	0	1
<b>Total</b>	<b>317</b>	<b>296</b>	<b>531</b>

### Disqualification periods as of 31 December 2008, by county

Buskerud had the highest number of disqualification periods in 2008 (48), followed by Oslo with 47. The counties of Sogn og Fjordane and Nord-Trøndelag had the lowest number of new disqualification periods with one and two, respectively.

Oslo has the highest number of on-going disqualification periods, 74, followed by Buskerud with 73. Sogn og Fjordane with two and Nord-Trøndelag with three on-going disqualification periods have the best rates for this statistic. In 2008, there was an increase in the number of on-going disqualification periods by 4.98 per cent.

Last year, Buskerud had the highest number of disqualification periods being cancelled or coming to an end, closely followed by Akershus and Oslo.

County	Bankruptcies			Compulsory liquidations		
	2008	2007	Change%	2008	2007	Change%
Østfold	209	175	19.4%	65	51	27.5%
Akershus	402	383	5.0%	149	127	17.3%
Oslo	647	600	7.8%	316	276	14.5%
Hedmark	101	81	24.7%	37	26	42.3%
Oppland	151	67	125.4%	28	26	7.7%
Buskerud	221	144	53.5%	76	61	24.6%
Vestfold	216	158	36.7%	43	55	-21.8%
Telemark	112	85	31.8%	34	28	21.4%
Aust-Agder	74	49	51.0%	14	13	7.7%
Vest-Agder	115	42	173.8%	14	29	-51.7%
Rogaland	219	120	82.5%	80	84	-4.8%
Hordaland	287	215	33.5%	112	118	-5.1%
Sogn og Fjordane	68	48	41.7%	7	6	16.7%
Møre og Romsdal	164	113	45.1%	31	41	-24.4%
Sør-Trøndelag	224	161	39.1%	39	49	-20.4%
Nord-Trøndelag	94	63	49.2%	18	9	100.0%
Nordland	166	158	5.1%	28	25	12.0%
Troms	93	106	-12.3%	47	16	193.8%
Finnmark	30	47	-36.2%	22	31	-29.0%
Abroad	4	5	-20.0%	0	0	-
Unknown	1	4	-75.0%	0	0	-
<b>Total</b>	<b>3,598</b>	<b>2,824</b>	<b>27.4%</b>	<b>1,160</b>	<b>1,071</b>	<b>8.3%</b>

### Bankruptcies and compulsory liquidations, by county

In 2007, 3598 bankruptcies were registered, an increase of 774 compared to 2007, while the number of compulsory liquidations increased by 89 in 2008 in relation to the year before. Most counties last year had an increase in the number of bankruptcies in 2008.

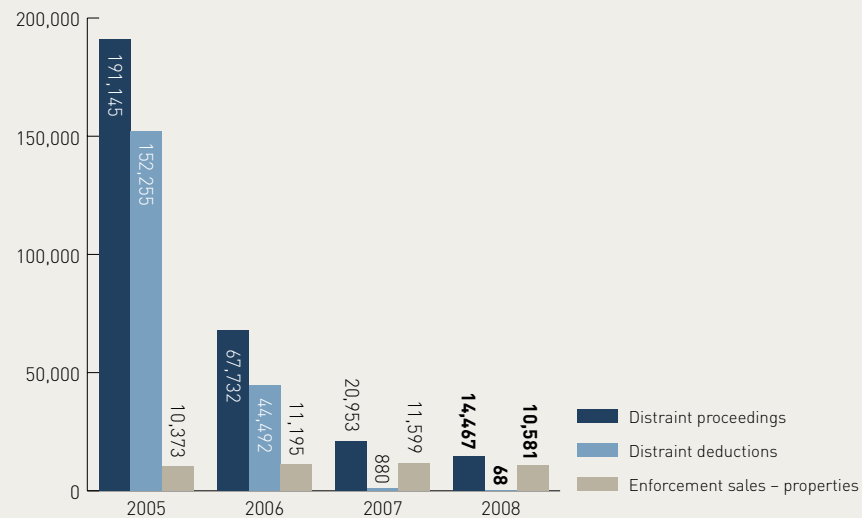
For compulsory liquidations, there was an increase in 12 of the counties. Troms county had the highest increase at 193.8 per cent, while Vest-Agder county had a 51.7 per cent drop in the number of compulsory liquidations.

Since the peak in 2003, the number of bankruptcies on a national basis has declined by 29.1 per cent.

Business	Bankruptcy	Compulsory liquidation	Total
Agriculture and forestry	21	11	32
Fishing, fish farming	23	2	25
Mining	13	4	17
Industry	257	43	300
Electricity and water utilities	0	0	0
Building and construction	560	111	671
Retail trade/vehicle repair	1,095	176	1,271
Hotel and catering	333	90	423
Transport storage and communication	178	29	207
Financial services and insurance	40	77	117
Property management, rental operations, business services	848	286	1,134
Education	34	11	45
Health and social services	33	53	86
Other social and personal services	121	30	151
Undefined	42	237	279
<b>Total</b>	<b>3,598</b>	<b>1,160</b>	<b>4,758</b>

## Bankruptcies and compulsory liquidations distributed according to industry

In 2007, most bankruptcies occurred in retail trade/vehicle repair with 1095. Second in the bankruptcy statistics is property management, rental operations and business services. All in all, the number of bankruptcies has increased by 774 from 2007 to 2008, an increase of 27.4 per cent. The total number of compulsory liquidations last year was 89, or 8.3 per cent.



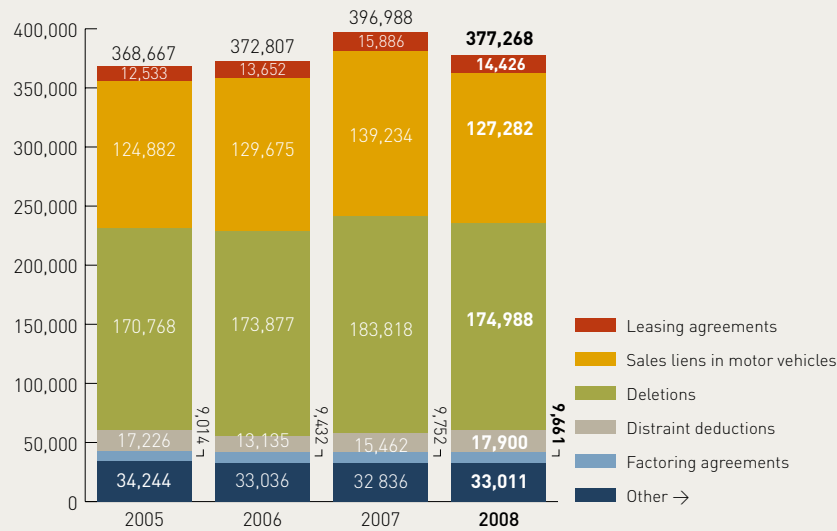
## Registered distraint proceedings, enforcement sales of properties and distraint deductions 2005 – 2008

The number of distraint proceedings continued to drop in 2008. The decline last year was 6486. The reduction after the peak in 2003 amounts to 93.9 per cent. Distraint proceedings have been reduced by 92.3 per cent from 2007 to 2008, while there has been a reduction of 8.8 per cent in enforcement sales of properties.

Starting in 2006, the Norwegian National Collection Agency (INCA) has taken over responsibility for distraint proceedings and deductions from the local enforcement officers. The Brønnøysund Register Centre now only has responsibility for cases handed over from the courts.



## 2008 STATISTICS THE REGISTER OF MORTGAGED MOVEABLE PROPERTY

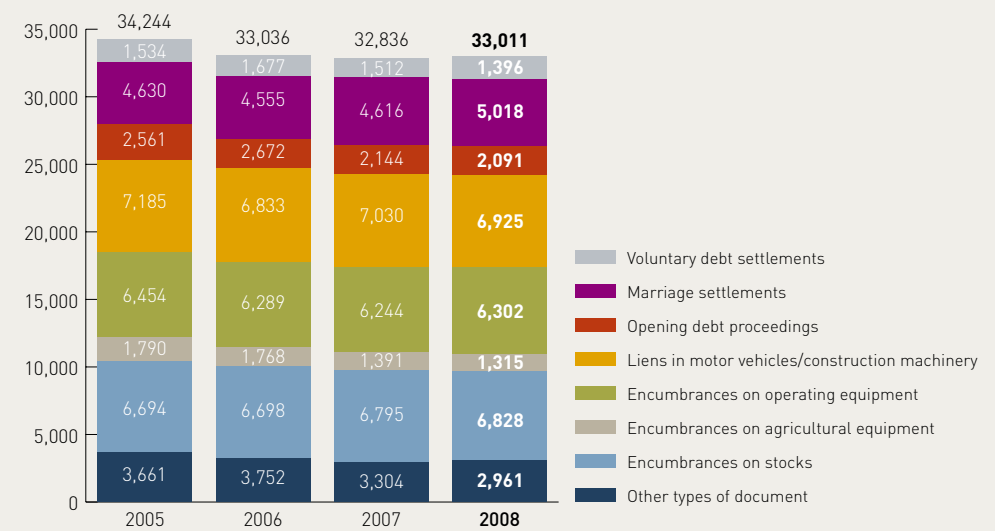


### Official registrations 2005 – 2008

The number of official registrations in the Register of Mortgaged Moveable Property in 2008 was reduced by five per cent compared to 2007, from 396 988 to 377 268. There was a reduction in all types of official registrations last year, apart from distraint proceedings, which had an increase of more than 15 per cent. From 2002 to 2006, the number of official registrations has remained fairly stable, with an average of around 370 000 official registrations, while in 2007, this figure rose only to fall again in 2008.

Figures from the Register of Aquaculture show that encumbrances amounting to NOK 9 381 660 000 were officially registered, corresponding to a reduction of more than two per cent compared to 2007.

The total number of official registrations of encumbrances in 2008, converted to NOK, came to NOK 1 687 105 506 301.5. Factoring agreements amounted to approximately 39 per cent, liens on operating equipment around 26 per cent, encumbrances on stored goods around 19 per cent and liens on motor vehicles under two per cent.

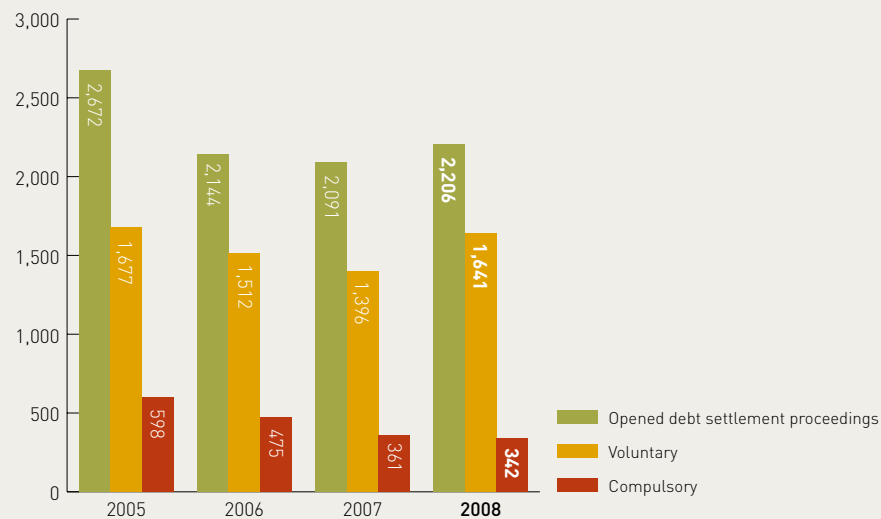


### Official registrations 2005 – 2008

To show the most frequently used document types, we have divided the graph in two. The first graph shows document types with around 10 000 annual official registrations or more. The part of the column that includes "Others" in the previous graph is displayed in this graph as showing document types with a lower number of official registrations. Among the largest items we find Endorsement of an extension and Endorsement of a change in a debt settlement agreement, which amounted to respectively 664 and 607 official registrations in 2008.

After a reduction in 2006 and 2007, voluntary debt settlements had the largest increase in official registrations at 17.6 per cent in 2008. There was a reduction in encumbrances on stored goods and motor vehicles/construction machinery.

## 2008 STATISTICS THE REGISTER OF MORTGAGED MOVEABLE PROPERTY



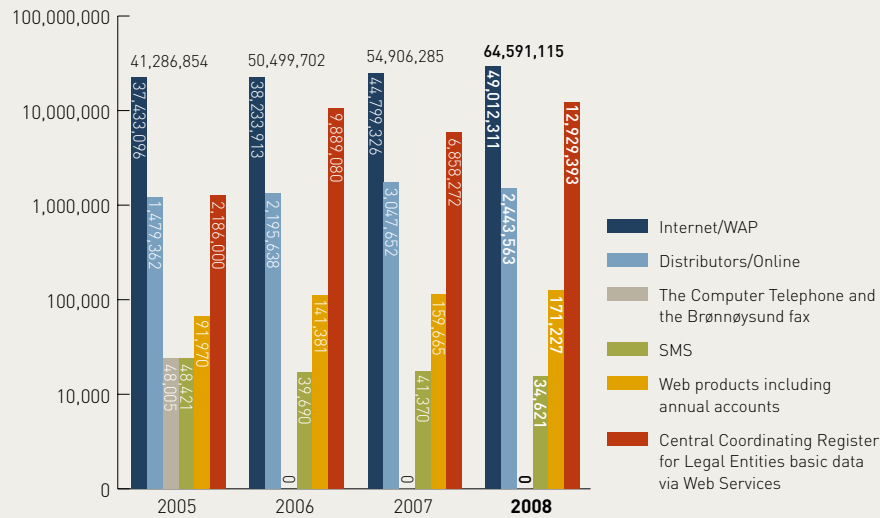
### Opened debt settlement proceedings and officially registered debt settlements 2005 – 2008

The number of opened debt settlement proceedings increased in 2008. Last year 2206 debt settlement proceedings were opened, an increase of 5.5 per cent. Of these, 1641 ended in voluntary debt settlements, which is an increase of 17.6 per cent, or 245. A total of 342 ended in compulsory debt settlement. This corresponds to a decline of 5.3 per cent.

Overall, there was an increase of 8.9 per cent of opened debt settlement proceedings and officially registered debt settlements in 2008.

From 2005 to 2008, there has been a decline in the number of opened debt settlement proceedings and officially registered debt settlements. The number of opened debt settlement proceedings has been reduced by more than 17 per cent, voluntary debt settlements have dropped 2.2 per cent, and forced debt settlement proceedings have been reduced by almost 43 per cent.



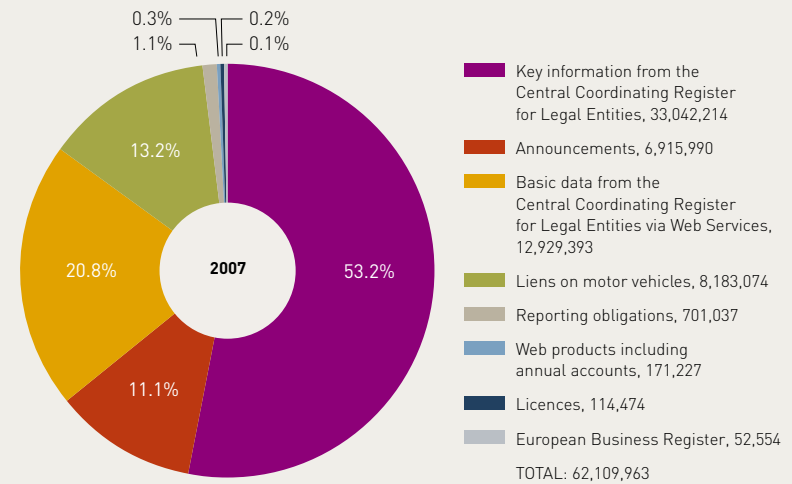


## Automatic register information inquiries

### Graph with a logarithmic value scale

Internet inquiries in the Brønnøysund Register Centre's databases continue to rise steeply from year to year. In 2008, there were almost 65 million inquiries, an increase of almost ten million compared to 2007. This figure includes almost 2.5 million inquiries through our distributors, a reduction of 19.8 per cent or 604 089 inquiries. In 2008, there was also a 7.2 per cent increase in web products, and a reduction of SMS inquiries of 16.3 per cent. The largest increase concerned basic data from the Register of the Reporting Obligations of Enterprises via Web Services, amounting to 88.5 per cent.

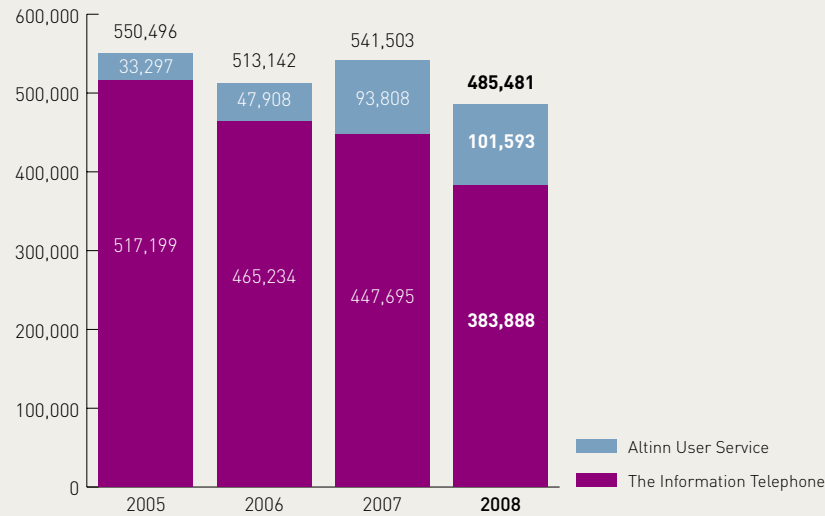
In total there was an increase in the number of automatic inquiries of 17.6 per cent.



## Distribution of inquiries to web services

Key information from the Central Coordinating Register for Legal Entities was the most popular internet service offered by the Brønnøysund Register Centre in 2008 as in previous years, amounting to 53.2 per cent of all inquiries. Basic data from the Central Coordinating Register for Legal Entities via Web Services and announcements accounted for respectively 20.8 and 11.1 per cent of all inquiries. Liens on motor vehicles were at 13.2 per cent.

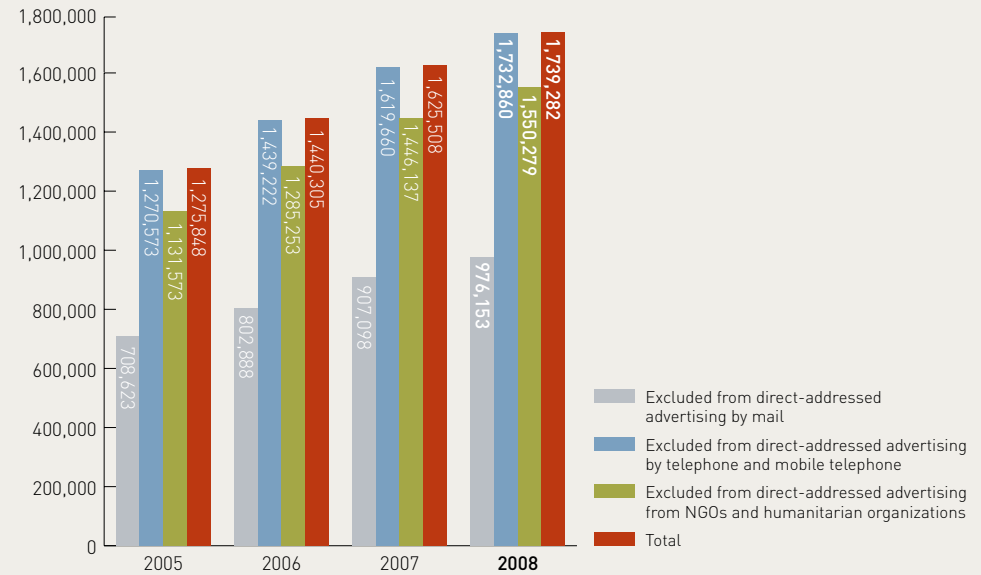




## Inquiries answered by telephone 2005 – 2008

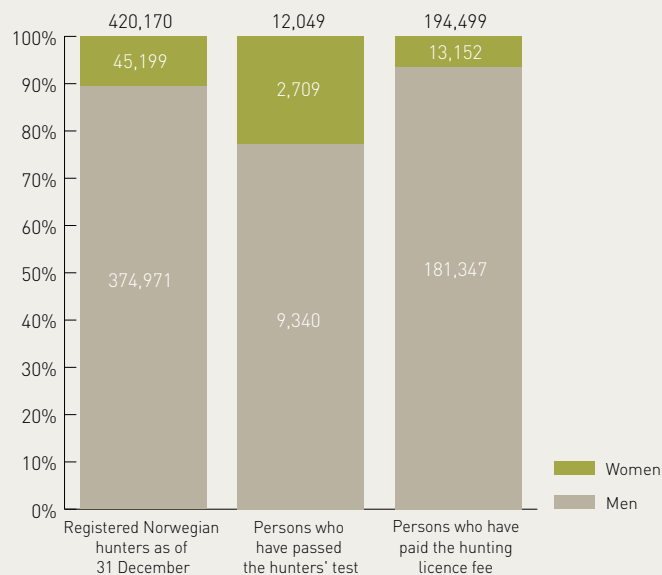
The number of inquiries to the Information Telephone continues to drop. In 2008, the reduction in the number of inquiries amounted to 14.3 per cent. While the number of inquiries to the Information Telephone has dropped, the number of inquiries to the Altinn User Service continues to increase. Last year there was an increase in the number of inquiries of 8.3 per cent, or 7785 calls.

The average telephone waiting time for Altinn User Service in 2008 was 35 seconds, while the average call time was two minutes and 28 seconds. The average call time was reduced by 22 seconds. In 2008, the waiting time for the Information Telephone was 56 seconds, an increase from 2007 corresponding to 36 per cent, or 15 seconds. The average call time is one minute and 44 seconds.



## Exclusions in the Central Marketing Exclusion Register 2005 – 2008

The number of exclusions registered in the Central Marketing Exclusion Register to stop unsolicited mail and telephone calls continues to rise. In total, the registrations in the Central Marketing Exclusion Register increased by 113 774 (7 per cent) in 2008. At the end of 2008, 1 739 282 individuals had registered to be excluded from advertising in one form or another. Of these, 99.6 per cent have registered to be excluded from advertising via telephone and mobile telephone, 89.1 per cent have registered to be excluded from advertising from NGOs and humanitarian organizations, and 56.1 have registered to be excluded from receiving unsolicited advertising through the mail.



## Registered Norwegian hunters

At the end of the year, 427 315 hunters were registered in the Norwegian Register of Hunters, 7145 of these being foreign hunters. The drop in the number of foreign hunters has continued in recent years, but at the end of 2008 there was an increase of almost 13 per cent (859 hunters). The number of Norwegian hunters as of 31 December 2008 had increased by more than 9000.

The distribution between male and female hunters remains fairly stable, but the proportion of females is increasing relatively more than the male proportion, respectively 6.3 per cent and 1.8 per cent in 2008.

Anyone who has passed the hunter's test will be registered as a new hunter. Previously there was a reduction of this number from 2005 to 2007, but in 2006 there was a steep rise from 9347 in 2007 to 12 049 in 2009.

The hunting season starts on 1 April and ends on 31 March the subsequent year. Statistics for the Norwegian Register of Hunters are therefore preliminary as of 31 December 2008.

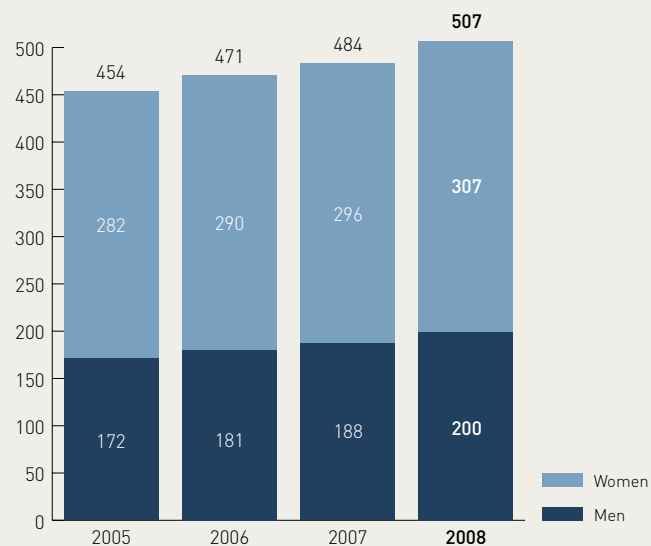
	2005	2006	2007	2008
<b>Burdens on business and industry (full-time equivalents)</b>				
New registered reporting obligations during the period	4.1	2.3	30.4	7.5
Coordination and simplification measures during the period	-585	-100.6	-167.1	-238.0
<b>Number of form variants</b>				
New registered reporting obligations during the period	40	27	12	11
Coordination and simplification measures during the period	-15	-6	-11	-9

## Estimate of burden from new reporting obligations 2005 – 2008

In 2008, a total of 238 full-time equivalents were coordinated and eliminated. During the same period, 7.5 full-time equivalents were added in connection with new obligations, so that the net decline in 2008 was 230.5 full-time equivalents. At the end of the year, the total burden amounted to 4594 full-time equivalents. After the Register of the Reporting Obligations of Enterprises started its work in 1998, there has been a reduction in the reporting obligations of business and industry totalling 1437 full-time equivalents. New obligations during the same period amounted to 176 full-time equivalents.

Eight agencies are responsible for achieving the reduction in obligations of 238 full-time equivalents in 2008: the Brønnøysund Register Centre, the Directorate of Taxes, the Directorate for Civil Protection and Emergency Planning, the Financial Supervisory Authority of Norway, the Norwegian Media Authority, the Norwegian Maritime Authority, Statistics Norway and the Norwegian Medicines Agency. A total of nine forms were coordinated and eliminated.

Of the total of 238 full-time equivalents, 194 can be related to "Tax returns 2007 for business operators etc." The bulk of this was pre-filled in returns, and thus business operators spent significantly less time on their tax returns than previously. A total of 41.7 full-time equivalents were due to the transition to electronic reporting; 40.6 of these can be related to Altinn, and most to the form from the Norwegian Directorate of Taxes. At the start of 2008, it was possible to submit 342 forms electronically, amounting to approximately 47 per cent of the total number of forms. At the end of the year this had increased to 371 forms, in total 48.4 per cent of the number of registered forms.



## Number of employees 2005 – 2008

There was an average of 507 employees in 2008, based on the average number of employees each month. Employees on leave are included in this overview. In 2008, human resources amounted to a total of 475 full-time equivalents, including overtime, temps, apprentices and trainees. Last year there was an increase in human resources amounting to 14.1 full-time equivalents.

In recent years, the number of men has increased. In 2008, the percentages at the Brønnøysund Register Centre were 39.4 per cent men and 60.6 per cent women. The proportion of women on the senior management level remained unchanged last year, i.e. there were two women and seven men in senior management. On the lower managerial levels the proportion of women has increased. Five of 21 section managers are women, and ten of 13 on the group manager level are women. The total proportion of female managers is 39.5 per cent.

In 2008, total sickness absenteeism was 6.7 per cent, a reduction of 9.6 per cent compared to 2007. Sickness absenteeism was 4.1 per cent for men and 8.4 per cent for women.



Production at the Brønnøysund Register Centre in 2008 has also been within the targets, and in several fields the case processing times have been reduced. However, in some fields we have not satisfied our targets.

For some case processing types at the Central Coordinating Register for Legal Entities case processing times have exceeded targets this year as well. Nonetheless, case processing times have been reduced so that the deviation is not large. This register is also under the target for electronic notifications. Other case processing times generally have minor deviations.

The Department of Distribution did not manage to reach the target of less than 30 seconds waiting time on the Information Telephone and Altinn User Service (ABS) in 2008. The number of calls to the Information Telephone is declining, while it continues to rise for ABS. However, the total number of telephone calls is dropping for the first time in several years.

Activity	TARGET	2005	2006	2007	2008
<b>The Central Coordinating Register for Legal Entities</b>					
Electronic processing of notifications	2 days	-	1 day	day	1.6 days
Complete processing of all cases/notifications with information to affiliated registers	3 days	4 days	4 days	7 days	5.1 days
Complete processing of all cases/notifications without information to affiliated registers	3 days	6 days	6 days	9 days	6.4 days
Forwarding of notifications that only concern other registers	1 day	1 day	1 day	1 day	1.0 day
Processing of complaints	21 days	20 days	47 days	16 days	11.0 days
<b>The Register of Business Enterprises</b>					
Processing new registrations and notifications of change, electronically	2 days			1 days	1.4 days
Processing new registrations and notifications of change, paper	5 days	8 days	10 days	10 days	6.3 days
Processing of complaints	21 days	19 days	35 days	24 days	8.0 days
<b>The Register of Company Accounts</b>					
Processing annual accounts received electronically	2 days	-	2 days	2 days	1.5 days
Processing annual accounts received on paper	3 days	2 days	3 days	3 days	2.3 days
Complete processing of applications for remission of fees for delays	21 days	22 days	24 days	25 days	20.9 days
Forwarding appeals of rejected applications	21 days	20 days	24 days	26 days	19.0 days
<b>The Register of the Reporting Obligations of Enterprises</b>					
Case processing of new and changed reporting obligations	21 days	8 days	10 days	15 days	7.0 days
Processing coordination cases	21 days	3 days	9 days	2 days	1.0 days
<b>The Register of Mortgaged Moveable Property</b>					
Processing official registration cases	3 days	4 days	4 days	4 days	3.4 days
Processing appeals	21 days	21 days	21 days	None	11 days
<b>The Register of Bankruptcies</b>					
Processing of registrations	1 day	1 day	1 day	1 day	1.5 day
Processing of complaints	21 days	21 days	21 days	14 days	17.9 days
<b>The National Fee Collection Office</b>					
Processing of registrations for invoices	3 days	4 days	5 days	4 days	4.2 days
Processing payments (collateral expenses)	1 day	1 days	1 day	1 day	1.0 day
<b>The Department of Distribution</b>					
Average waiting time on the Information Telephone	30 secs.	34 secs.	42 secs.	41 secs.	56.1 secs.
Average waiting time Altinn User Service	30 secs.	30 secs.	33 secs.	34 secs.	34.5 secs.
Processing written information	1 day	1 day	1 day	1 day	1.0 day
Processing special orders	7 days	7 days	7 days	5 days	5.9 days



## MAIN FIGURES 2007

Main figures	2007	2008
<b>The Register of Mortgaged Moveable Property</b>		
Proportion of electronic documents	1%	49%
Total official registrations	396,988	377,268
Including		
– struck off	183,818	174,988
– sales liens – motor vehicles	139,234	127,282
<b>The Register of Marriage Settlements</b>		
Officially registered marriage agreements	5,018	4,981
<b>The Central Coordinating Register for Legal Entities</b>		
Proportion of electronic documents	16%	30%
Number of entities as of 31 December	857,800	891,400
New entities registered during the year	73,897	72,889
Total number of cases processed	326,802	334,294
<b>The Register of Business Enterprises</b>		
Proportion of electronic documents	15%	28%
New registered business enterprises	34,655	30,745
Of these		
– limited companies	20,375	17,372
– sole proprietorships	6,774	6,411
– general partnerships with unlimited liability	1,883	1,808
Notifications total, including changes and struck off	252,837	263,898
<b>The Register of Company Accounts</b>		
Proportion of electronic case processing	57%	63%
Approved annual accounts for the last accounting year	210,591	224,170
Percentage refused	13%	12%

Main figures	2007	2008
<b>The Register of Bankruptcies</b>		
Proportion of electronic case processing	32%	47%
Bankruptcies	2,824	3,598
Compulsory liquidations	1,071	1,160
New disqualification periods	275	317
<b>The Register of Private Debt Amnesty</b>		
Opened debt settlement proceedings	2,091	2,206
Debt settlements granted	1,757	1,983
Including:		
– voluntary	1,396	1,641
– compulsory	361	342
<b>The National Fee Collection Office</b>		
Registered execution proceedings	20,953	14,467
Compulsory sales real property	11,599	10,581
Distrain proceedings	880	68
<b>The Norwegian Register of Hunters</b>		
Registered Norwegian hunters	410,746	420,170
Norwegian hunters who have paid as of 31 December	192,105	194,499
<b>The Central Marketing Exclusion Register</b>		
Number of registered exclusions, total	1,625,508	1,739,282
Registered against phone advertising	1,619,660	1,732,860
Registered against mail advertising	907,098	976,153
<b>Information provided</b>		
– Calls taken – manual phone	541,503	485,481
– Information provided in writing	122,423	123,527
– On-line (transfer of data to users via distributors)	3,047,652	2,443,563
– Basic data via Web Services	6,858,272	12,929,393
Internet (all services)	44,799,326	49,012,311

# REVENUES

	2007	2008
	Note	
<b>Service fees</b>		
<b>Registration</b>		
The Register of Mortgaged Moveable Property/ The Register of Marriage Settlements	265,893,575	232,656,541
The Aquaculture Register	419,050	841,350
The Register of Business Enterprises	201,546,318	175,979,833
<b>TOTAL registration fees</b>	<b>467,858,943</b>	<b>409,477,724</b>
<b>Enforcement proceedings</b>		
The National Fee Collection Office	86,289,122	62,305,813
<b>Register information</b>		
The Register of Mortgaged Moveable Property/ The Register of Marriage Settlements	1,848,624	1,283,245
The Register of Company Accounts	8,786,518	3,845,745
The Register of Bankruptcies	53,850	0
The Register of Business Enterprises	16,646,796	12,843,299
The Central Coordinating Register for Legal Entities	1,229,317	1,106,172
<b>TOTAL information fees</b>	<b>28,565,105</b>	<b>19,078,461</b>
<b>TOTAL service fees paid</b>	<b>1 582,713,170</b>	<b>490,861,998</b>

	2007	2008
	Note	
<b>Assignment revenue</b>		
Basic reimbursements	5,008,306	4,986,332
Volume reimbursements	11,328,780	9,602,040
EBR revenues	300,844	294,493
The Central Marketing Exclusion Register	910,998	939,500
The accounts database	4,369,346	2,813,597
<b>TOTAL assignment revenue – sales</b>	<b>21,918,274</b>	<b>18,635,962</b>
Development and operations of databases/registers	13,547,436	14,678,825
Courses/training	1,045,291	1,268,294
AltBas	180,000	297,700
Collection activities	1,022,712	713,355
Consulting activities	13,448,403	26,459,625
<b>TOTAL assignment revenues – reimbursements etc.</b>	<b>29,243,842</b>	<b>43,417,799</b>
<b>TOTAL assignment revenues BR</b>	<b>2 51,162,116</b>	<b>62,053,761</b>
Altinn – revenues/reimbursements	9,745,265	32,649,982
Safety services – revenues/reimbursements	6,200,000	0
<b>TOTAL assignment revenues Altinn</b>	<b>15,945,265</b>	<b>32,649,982</b>

## NOTES ON THE ACCOUNTS

In the same way as many other state enterprises, the Brønnøysund Register Centre's operations are funded by annual appropriations from the government budget. Revenues are generated by the level of fees as laid down by Stortinget (Parliament), and are channelled straight into the national treasury.

Thus using the normal business terminology to talk about an operating surplus or deficit does not really work for this gross-budgeted agency.

### NOTE 1 Service fees

The total amount of fees paid in 2008 amounted to NOK 490 million (2007: 582.3). The reduction in registration fees is due to a lowering of the fee rates and the financial crisis, for example, fee revenues from the Register of Mortgaged Moveable Property and the Register of Business Enterprises were reduced by approximately 25 per cent in the autumn of 2008. Fee revenues from the sale of information came to NOK 19.1 million (2007: 28.6). This decline is generally due to a reduction in the fee rates.

#### THE AQUACULTURE REGISTER

The Aquaculture Register contains a list of aquaculture licences and some important decisions connected to these. It also contains an overview of transfers, mortgages and other rights officially registered on the licences.

### NOTE 2 Assignment revenues

The business community demands services and information that are basically not part of the range of services provided by the Brønnøysund Register Centre. Customers request information to be compiled and presented in specific ways, and when this is provided, they pay the costs of developing the product. In 2008, such assignments generated revenues of NOK 18.6 million. The Brønnøysund Register Centre also generates assignment revenues in connection with developing and operating the Lottery Register, the Norwegian Register of Hunters, the Voluntary Register of Complementary Practitioners, and with the supply of infrastructure services (IT, administration, premises, user support) for Altinn. This generated revenues in 2008 of NOK 43.4 million (2007: 29.2).

## EXPENSES

	2007	2008
	Note	
<b>Operating expenses – the Brønnøysund Register Centre</b>		
<b>Payroll and allowances</b>		
Positions	131,297,986	134,343,511
Temps	11,300,397	13,274,600
Apprentices	532,774	435,688
Cleaning staff	2,284,328	2,469,694
Social benefits and pensions	7,592,389	7,862,905
<b>TOTAL payroll and allowances</b>	<b>153,007,874</b>	<b>158,386,398</b>
<b>Goods and services</b>		
Machinery, furnishings and equipment (investments)	9,680,409	18,195,537
Consumables	4,533,240	4,167,411
Travel expenses	12,684,502	13,594,819
Clerical services	19,489,043	22,346,329
Consultant services etc.	17,131,354	28,883,266
Maintenance and operation of machinery	7,330,264	11,136,334
Building operations	21,365,783	22,265,040
<b>TOTAL goods and services</b>	<b>92,214,595</b>	<b>120,588,736</b>
<b>Operating expenses – the Brønnøysund Register Centre - Altinn</b>		
Payroll	9,729,236	19,722,254
Employers' National Insurance contribution	517,553	1,037,384
Goods and services	70,254,884	91,926,704
<b>TOTAL</b>	<b>80,501,673</b>	<b>112,686,342</b>
<b>TOTAL expenses</b>	<b>3 325,724,142</b>	<b>391,661,476</b>

	2007	2008
	Note	
<b>Operations – Result – the Brønnøysund Register Centre</b>		
Financial framework	247,789,709	280,939,614
– expenses	-245,222,469	-278,975,134
Underabsorption/overabsorption	2,567,240	1,964,480
<b>Expenses covered outside the Brønnøysund Register Centre's budget framework</b>		
	4	
<b>Collateral expenses – special operating expenses</b>		
The Register of Private Debt Amnesty	9,371,746	6,345,698
The National Fee Collection Office	37,778,637	41,907,074
The Register of Business Enterprises – announcements	29,581,952	34,763,502
The Register of Bankruptcies – announcements	8,063,964	9,089,874
The Register of Company Accounts – announcements	419,260	487,734
<b>TOTAL collateral expenses</b>	<b>85,215,559</b>	<b>92,593,882</b>



## NOTES ON THE ACCOUNTS

### NOTE 3 Operating expenses

Payroll expenses amounted to NOK 158.4 million (2007: NOK 153 million). Of this, NOK 134.3 million came from permanent positions, while wages for temps amounted to NOK 13.3 million. Expenses for national insurance and pensions came to NOK 7.9 million. The higher payroll costs were generally due to the settlement of wage negotiations and increases in Altinn activities.

The Brønnøysund Register Centre's operations are generally based on information technology. For the registers to maintain a good technological level, annual investment in computer equipment is a necessity. In 2008, investments in hardware and software came to NOK 18.2 million, an increase of NOK 8.5 million. The greater investments were due to replacement of UNIX servers. There have also been extensions of storage system capacity and substantial replacement of PCs.

The major expense items in 2008 that come under regular operations include the operation and maintenance of computer-related equipment, office equipment and telephony amounting to NOK 11.1 million. Postage came to NOK 13.2 million, and office rent was approximately NOK 19.29 million.

### NOTE 4 Expenses covered outside the budget framework of the Brønnøysund Register Centre

In addition to payroll and operations expenses, there were costs (so-called collateral expenses) that were directly connected to business activities for the National Fee Collection Office, the Register of Private Debt Amnesty, the Register of Bankruptcies, the Register of Company Accounts and the Register of Business Enterprises. In total, collateral expenses came to NOK 92.6 million (2007: NOK 85.2 million). NOK 44.3 million of this was used on announcements in the local press.

#### THE REGISTER OF BUSINESS ENTERPRISES

The Register of Business Enterprises is responsible for registering all Norwegian and foreign business enterprises in Norway. The register shall ensure the protection of business names against third parties and provide an overview of the financial structure of a business enterprise. All business enterprises operating business activities are obliged to register with the Register of Business Enterprises.



# Brønnøysundregistrene

The Brønnøysund Register Centre

## CONTACT INFORMATION

**Organization number** 974 760 673

### Telephones/Telefax

The Information Telephone	+47 75 00 75 00
User support Altinn	+47 75 00 60 00
The Narvik telephone	+47 800 33 840
Administration	+47 75 00 75 09
The Norwegian Register of Hunters	+47 75 00 79 99
Telefax	+47 75 00 75 05
The Register of Hunters telefax	+47 75 00 79 50

### Automatic services

Motor vehicle liens via SMS	+47 21 21
Motor vehicle liens via WAP	wap.brreg.no
Register exclusion from unsolicited advertising	+47 75 00 75 03

**Postal address** 8910 Brønnøysund

The Brønnøysund Register Centre  
Register of Mortgaged Moveable Property  
Register of Marriage Settlements  
Register of Bankruptcies  
Register of Company Accounts  
National Fee Collection Office  
Register of Business Enterprises  
Central Coordinating Register for Legal Entities  
Register of Non-Profit Organizations  
Register of the Reporting Obligations of Enterprises  
Norwegian Register of Hunters  
Central Marketing Exclusion Register  
Aquaculture Register  
Altinn central administration

**Office address** Havnegata 48, Brønnøysund

**E-mail** firmapost@brreg.no  
jegerregisteret@brreg.no

**Internet** www.brreg.no