

ANNUAL REPORT 2009



ELECTRONIC REGISTRATION

Things keep developing faster and faster. More and more electronic solutions are being used. We use our bank cards to pay in stores, we pay bills through our internet bank and we text each other by mobile phone.

The Brønnøysund Register Centre is one of the key institutions developing public services. An increasing number of public bodies “talk” with their users through electronic dialogues. Much of this is done through Altinn. Traditional register services are also turning to electronic solutions even more. Instead of filling in a form with a pen and sending it in the mail, more and more users are choosing to use electronic solutions to register and report by way of the internet. We at the Brønnøysund Register Centre are working to make this as simple and secure as possible, while also enabling various public agencies to effectively interact through modern solutions. These are some of the interesting issues this annual report looks into.

TABLE OF CONTENTS

Events in 2009	3
A word from the Director General	4
A word from the Minister of Trade and Industry	6
One year with Bedin and the Narvik telephones on board	8
The majority of non-profit organisations choose the internet	9
Ambitious goals at the Register of Mortgaged Moveable Property	10
More can submit change notifications electronically	12
Personal liability when the annual accounts are submitted late	13
Following up pregnant employees	14
Participating across national borders	15
“Your Europe” points the way to Norway	15
A good competitive year for ELMER	16
Overview of registers	18
Altinn contributes to a better environment	20
Altinn leads the way for business and industry in Europe	22
Altinn II: Delay gives quality	23
Adjusted organisation behind Altinn	24
Altinn statistics	25
Statistics for the Brønnøysund Register Centre	28
Targets and results	42
Main figures	43
Accounts	44

This annual report is available in English from:
www.brreg.no/english

EVENTS IN 2009

2 January



The Brønnøysund Register Centre office opens in Narvik

5 January



The Register of Non-Profit Organizations starts registering organisations and associations

26 March



Hessa KFUK-KFUM (Scouts) was organisation number 10 000 to register in the Register of Non-Profit Organizations

5 May



New organisation forms ready for electronic notifications

31 August



The first Altinn day; Information meeting for public agencies and external supporters

19 November



ELMER finalist in the European e-Government awards

18 December



Consequence analysis pinpointing three alternatives for future premises for the Brønnøysund Register Centre is submitted to Ministry of Trade and Industry

28 December



ALTINN is made a national contact point pursuant to the Services Directive

COOPERATION ON WORLD-CLASS E-ADMINISTRATION



Norway has accomplished something that has many countries envious of us: Broad and binding cooperation on electronic solutions across agency borders, and a good dialogue with our most important user groups. This cooperation, developed over many years, has given us the basis that should take us right to the top of any “e-government” ranking.

Altinn is our most important resource factor here. As far as I know, the Altinn solution is unique in the world. It has enjoyed great success, but the potential for even bigger gains for business and industry and the public authorities has not yet been realised. This is what we are working on now. The initial stage of the Altinn II development project has been completed. The solution is now in operation on a new, state-of-the-art electronic platform. Key service owners are developing electronic services using the new tools. The stage is

well under way – and right on schedule. When it is completed, we will have created the basis for the most sophisticated and efficient solutions for electronic interaction with the public sector that can be had. We will have created solutions for world-class e-government!

Early in January we opened our new office in Narvik by taking over Bedin and the Narvik telephones from VINN. This office is now an integrated section of the Department of Distribution. Creating a well-structured department that is made up of functions geographically so far apart is of course a challenge, but the feedback has been positive from the Courses and Consultancy Services, which are growing due to new tasks.

The Register of Non-Profit Organizations has completed its first year of operations with good results. More than 16 000 NGOs and associations were registered. The “Grasrottelordninga” (Grass roots scheme) of Norsk Tipping distributed NOK 200

million to sports clubs. A new challenge for the register will be to put together procedures for VAT compensation.

Two of Brønnøysund Register Centre’s solutions were entered in the European e-Government Awards competition in 2009: ELMER and Bosiden (the bankrupt estate site – accessible in Altinn). Bosiden received honourable mention and a “Good practice” award, while ELMER went right to the final among 113 competitors. ELMER also won second place in the final of “Fyrlyktprisen” (The Beacon Award) 2009.

In this annual report you can read about this and you will find interesting statistics on the state of Norwegian business.

Happy reading!
Erik Fossum



GPS



A WORD FROM THE MINISTER OF TRADE AND INDUSTRY



Photo: Henrik Kveilekheim

The aim of our policy for business and industry is to have the greatest possible value creation in the Norwegian economy. Without a policy that has a constant focus on value creation, we will not be able to maintain and develop today's welfare society. An important element in our policy is to facilitate for uncomplicated and inexpensive schemes for the contact between the public sector and the business community. The Brønnøysund Register Centre and Altinn play crucial roles in these efforts.

With the establishment of Altinn, the business community gained the opportunity to report to the state authorities electronically. Since its launch in 2003, development of the service programme, technical solutions and the number of cooperating agencies have proceeded at an impressive pace. Today, 25 large and small agencies have joined the Altinn cooperation, and more than 700 forms are available from the Altinn portal.

It is important to point out, however, that electronic Government is not an aim in itself. Electronic services are a tool to help us create an efficient and competitive business community. Good and user friendly electronic services will give more time for value creation, both for companies and the public sector. Developing new electronic services and smart technical solutions will therefore be an important area to concentrate on in our efforts to make day-to-day operations easier for the business community in Norway.

Altinn has been a success so far. More than half of all forms from the public authorities are now electronically available through the Altinn portal. Annual user surveys show that Altinn has had great success in reaching its goal of offering good and user friendly services. Currently, 85 per cent of those asked respond that they know about Altinn, and three of four users state that they save time using Altinn.

For Altinn to continue to be a success, the electronic services and solutions in

the portal must be developed and refined. Therefore, in 2008, the Government adopted the Altinn II project to continue development. One of the foremost aims of this development is to achieve better interaction between the public authorities that collect information from businesses. This will enable the public sector to function in a more coordinated and efficient manner for its users. With its future-oriented technology and innovative solutions, Altinn II will ensure that Norway will continue to be a world leader in e-government.

Thus we are expecting quite a lot from Altinn and the Brønnøysund Register Centre. I am nevertheless confident that these challenges will be resolved in a very satisfactory manner.

A handwritten signature in blue ink that reads "Trond Giske". The signature is fluid and cursive, with the first letter of "Trond" being a large, stylized 'T'.

Trond Giske
Minister of Trade and Industry



SNX

;—)



ONE YEAR WITH BEDIN AND THE NARVIK TELEPHONES ON BOARD

Having served as a free-standing project under the Ministry of Trade and Industry and having been operated by VINN for a number of years, in January 2009 the Narvik telephones and Bedin became part of the Brønnøysund Register Centre. The office in Narvik is part of the Department of Distribution.

Twelve former VINN employees who had been mainly working on this project agreed to a transfer in connection with the merger.

When the Narvik office held its first anniversary, there were 19 employees to celebrate the occasion. In his speech, Erik Fossum, Director General of the Brønnøysund Register Centre, stated that he could not promise the same percentage growth in staff in the years to come.

The Narvik telephones and the internet service Bedin are two parallel services, both aiming to make it simpler to launch and operate a company in Norway.

In terms of staffing, there is some overlap, as several employees have telephone and consultant duties in Bedin. This has many advantages, not least the proximity it gives them to concrete issues in the Norwegian business community. The Narvik telephones must be able to answer all the wide-ranging questions – everything from questions from a founder in the start-up phase to key technical companies that may be niche experts but perhaps not so clear on more overriding issues. The calls can take quite some time, and can be very complex.



The team behind the Narvik telephones and Bedin has gone through an exciting first year as a state operation under completely new management and control systems. While there have been some challenges, there has been an equal number of good solutions. As the crow flies, the distance between Narvik and Brønnøysund

is only 400 kilometres, but in the course of the first year this distance has shrunk down to just about nil.

THE MAJORITY OF NON-PROFIT ORGANISATIONS CHOOSE THE INTERNET

On 5 January 2009, we started case processing for the reported non-profit organisations, associations and foundations that had registered in the Register of Non-Profit Organizations.

The Brønnøysund Register Centre operates the Register of Non-Profit Organizations, while Norsk Tipping operates the Grassroots Share scheme.

Since the start a year ago, more than 16 000 non-profit organisations, associations and foundations have registered in the Register of Non-Profit Organizations. Of these, more than 70 per cent had used the electronic solution already in December 2008. More than 90 per cent of the entities registered in the Register of Non-Profit Organizations also joined the Grassroots Share scheme.

Bjarne Rosted, executive officer at the Register of Non-Profit Organizations, states that the first year has gone quite well.

“The computer systems and the case processing work have gone without a hitch, and it has been easy to register the entities. Entities could start registering already in December 2008, but the case processing did not start before January 2009. To join the Grassroots Share scheme from the start, it was necessary to be registered in the Register of Non-Profit Organizations by March, so we had a heavy stream of

registrations in January and February last year,” Rosted says.

In March, registration number 10 000 arrived. This was the Hessa KFUM-KFUK scout group from Ålesund, and they received extra publicity in a press release from the Ministry of Culture with congratulations from then Minister of Culture, Trond Giske. The scout group from Ålesund was also one of the many that chose to use the internet and the electronic solution to register in the Register of Non-Profit Organizations.

AMBITIOUS GOALS AT THE REGISTER OF MORTGAGED MOVEABLE PROPERTY

Today, 60 per cent of documents to be processed by the Register of Mortgaged Moveable Property arrive through electronic channels. “Our aim is 95 %,” says Eirik Kristiansen, Head of Department. “The gains from electronic document processing benefit both our users and us. It is quicker and safer, and the quality of the processing improves,” he adds.

Faster and even better quality

Electronic submission is quick and safe. Users do not have to wait for the post, and they have more control over what they submit. Our case processing is also done by computer. This means that our assessments are always objective and that similar cases are treated equally. Processing by computer will further reduce case processing times compared to today, seeing as we still process some paper documents.

Successful fully electronic solution

In March 2008, we established a fully electronic solution for registering “Nothing for seizure” and “Distraint deductions”. These documents are sent to us through electronic channels and are computer processed. We had as many as 550 000 such notifications in 2009. We spent close to two full-time equivalents dealing with this case load. In comparison, manually processing and checking these notifications would have required between 25 and 30 full-time equivalents.

Visions

“In the long term, we would like to receive as much as 95 per cent of the documents to be processed via electronic channels. This is ambitious, but we see that the benefits are so great that we simply have to shoot for this goal. We invite more electronic

submissions by developing solutions that support this type of registering. We are also waiting for the full effect of the solutions we have already developed,” says Karl Erik Rørmark, Deputy Head of Department and Eirik Kristiansen, Head of Department.

THE TERMS NOTHING FOR SEIZURE AND DISTRRAINT DEDUCTIONS

“*Nothing for seizure*” means that no assets have been found that can cover what the debtor owes.

“*Distraint deductions*” means that the claim against the debtor is covered by deductions from wages and/or social benefits.

The execution and enforcement officer or the district court makes the decisions on *Nothing for seizure and Distraint deductions*.



MORE CAN SUBMIT CHANGE NOTIFICATIONS ELECTRONICALLY

In 2009, coordinated notification registration in Altinn was expanded so that a greater number of organisation types can electronically submit notifications about changes, dissolution and striking off to the Central Coordinating Register for Legal Entities.

The project that would make it possible for more types of organisation to submit changes electronically started in January, and the changes were implemented at the start of May. The new types of organisation that can submit change notifications electronically to the Central Coordinating Register for Legal Entities are:

- Housing cooperatives
- Condominium associations
- Norwegian divisions of foreign business enterprises
- Companies with limited liability
- Foundations
- Joint ownership according to the law of property
- House building cooperatives

- Securities funds
- Other bodies corporate

Peggy Granås, the project manager, says that the electronic solution has created a need and demand to make more processes electronic.

“Our users wanted to be able to submit change notifications electronically for several other types of organisation. In addition to including nine new types of organisation in the electronic solutions, the file conversion tools were also changed.

“This may not be a change our users spend too much time thinking about, but what they will notice is that you can now upload

many more file types than previously,” Granås informs us.

With the new types of organisation, the Brønnøysund Register Centre satisfied the goals that were set for the development of the electronic solution in 2009, but the development work for the solution will continue.

“The goal is that all registrations of entities and business enterprises will be electronic,” says Øyvind Vågan, deputy director of the Central Coordinating Register for Legal Entities.

Towards the end of the year and into January we normally receive more electronic notifications than during the rest of the year. Last year more than 177 000 notifications were received.

“We depend on people using this service, and we have initiated a number of activities to familiarise people with it. For example, we arrange courses around the country, in addition to those held in Brønnøysund,” Vågan concludes.

PERSONAL LIABILITY WHEN THE ANNUAL ACCOUNTS ARE SUBMITTED TOO LATE

As a member of the board of directors you can be held financially liable if the annual accounts are submitted too late to the Register of Company Accounts.

When the time limit for submitting annual accounts for 2008 expired, the Register of Company Accounts noted 31 000 fines for overdue submissions.

Annual accounts must be submitted within one month after the accounts have been finalised. If a fine for late submission is to be avoided, the accounts must be submitted no later than 1 August if submitting on paper, and no later than 1 September when submitting electronically via Altinn.

All those required by law to maintain accounts must also submit annual accounts to the register. If this obligation is not

complied with, the entire board of directors is liable. If there is no board, the obligation rests on the partners and the general manager who will be jointly responsible for paying the fine.

In practice, this means that the Norwegian National Collection Agency, which collects the fines, can demand payment of the full amount from any member of the board of directors whom it finds most liable for payment. The fines can be quite substantial. The overdue fine increases dynamically, running for a maximum of 26 weeks. The full fine will then amount to NOK 44 720 (in accordance with the rates in force as of



JPG



FOLLOWING UP PREGNANT EMPLOYEES

The Brønnøysund Register Centre has introduced procedures to ease the working day for pregnant women with the aim to reducing the amount of sickness absenteeism amongst pregnant employees.

In 2009, the Brønnøysund Register Centre adopted a procedure for follow-up of pregnant employees. The aim is to ease the working day and reduce the amount of sickness absenteeism amongst pregnant employees by systematically adapting the work situation for each pregnant employee. The procedure applies for all pregnancies, not only first-time mothers.

During the pregnancy, three meetings are offered on a voluntary basis. The first is a meeting between a midwife and the pregnant employee, while the pregnant employee, her immediate superior and the midwife attend the last two. These meetings are informal conversations, where the most important aim is to exchange practical information.

“My experience with this has been very good,” says Monica Dypaune, who has been part of a trial project where the new procedure has been used. “The conversations functioned well and were very useful. To gain as much as possible out of these conversations, it is essential that the initial meeting takes place early in the pregnancy. Then managers learn at an early stage what problems pregnant women have to deal with. It is also important that the midwife attends as early as possible. She can inform the manager about what the pregnancy might entail, and about such problems as nausea and fatigue. Thus the manager learns about the situation from an expert. Informing the manager at an early stage is not the same as announcing the pregnancy to everyone. There is no reason to be shy

about participating at these meetings. These conversations are primarily for exchanging practical information,” Monica says.

“These conversations also taught me what I am entitled to as a pregnant employee in relation to my employer and the workplace. The pregnant employee, the midwife and the manager discuss the risk factors and look at how to adapt the work. This makes it much easier to adapt the work. I think that when we do this, there won't be so many unnecessary medical leaves. Instead, you can go to work and have your work adapted while you are pregnant,” says Monica.

“This was a big help, so together we were able to adapt her work during her pregnancy,” says Monica's boss, deputy director Karl-Erik Rørmark, who is pleased with the introduction of procedures for follow-up of pregnant employees. In his position as manager, he has taken part in the meetings with Monica Dypaune and the midwife, and feels that he was well informed about Monica's situation.



ABOUT THE WORKING ENVIRONMENT

Sickness absenteeism

In 2009, sickness absenteeism was at 6.0 per cent. This is a reduction of 10.4 per cent compared to 2008. The sickness absenteeism has been followed up in accordance with the agreement on inclusion in working life (the IA agreement).

The Brønnøysund Register Centre draws up individual follow-up plans, conducts follow-up conversations and works actively with adapting the work. We use the corporate medical service actively and cooperate with NAV (the Norwegian Labour and Welfare Organisation) and its “arbeidslivssenteret” (the working life centre).

The Brønnøysund Register Centre has had a strong focus on reducing sickness absenteeism. Many programmes and schemes have been initiated in recent years, including exercise programmes for employees with health problems, subsidised training fees, exercise during breaks and various forms of individual adaptation. It appears that the measures that have been introduced together with the sharper focus on assistance from the corporate health service have had a positive effect.

Welfare

In 2009, we have had a particularly creative and active welfare committee, arranging many events over the year. The committee has received much positive feedback from the employees.

HES audit

In 2009, an in-house HES audit has been carried out for the areas of fire protection and follow-up of employees on sick leave.

PARTICIPATING ACROSS NATIONAL BORDERS

The Brønnøysund Register Centre was involved in a number of international projects in 2009. It is important to take part in what happens outside our national borders.

Håkon Olderbakk, head of the Department of Planning and Development at the Brønnøysund Register Centre, says that participation in international projects and forums is important for a number of reasons.

“One reason is the EU perspective which we must consider,” he says. Olderbakk also claims that meeting others in the same business gives valuable knowledge and builds contact networks.

“Taking part in the international arena is an advantage. When people from different countries come together, they start exchanging ideas and thoughts based on shared experience, and we take some of these ideas home with us where we develop and adapt them to our circumstances,” says Olderbakk.

Last year the Brønnøysund Register Centre received delegations from Zanzibar and Liberia, among others. Among our commitments abroad we can mention Kyrgyzstan, where the Brønnøysund Register Centre is cooperating with Statistics Norway on developing interaction between registers.

Some of the international arenas where the Brønnøysund Register Centre participated in 2009 are:

- Peppol (Pan-European Public eProcurement On-Line)
- EBR (European Business Register)
- ECRF (European Commerce Register's Forum)
- CRF (Corporate Registers Forum)

“YOUR EUROPE” POINTS THE WAY TO NORWAY

Your Europe is a European internet portal (<http://ec.europa.eu/youreurope/>) which shows the possibilities in the inner market. The portal is divided into two, with one section for private persons and one for business and industry.

The section for business and industry includes topic-based information on the EU and the legislation and rules of each member country when it comes to starting and operating a business in the union. Each topic area has theoretical and practical information, links to legislation and rules, and relevant websites. The portal gives users a good overview of what is required if they want to start a business across national borders in the EU. The European Commission and DG Enterprise and Industry are responsible for the information from the EU.

The Brønnøysund Register Centre has written the Norwegian topics for the business and industry section in Norwegian

and English. We have been in continuous contact with the secretariat during this work.

In accordance with the schedule, our work was completed in November 2009, while the launch date was postponed from the end of December 2009 to February 2010 as the secretariat's sub-suppliers had a heavy workload.

We are also responsible for maintaining and updating the Norwegian topics.

A GOOD COMPETITIVE YEAR FOR ELMER

Just about anything can be the object of competitions, even electronic e-government systems. As inspiration and encouragement for dutiful public servants, competitions are held from year to year for the grey public agencies, such as for the best, most future-oriented or most innovative solutions for exploiting ICT in public service. In 2009, ELMER impressed demanding juries both at home and abroad.

ELMER is an acronym made from the Norwegian terms for “simpler and more efficient reporting” and is a collection of requirements for user friendliness in public forms on the internet. User friendliness in public forms is an important condition for ensuring that questions are easy to understand and will be answered correctly the first time, and for guaranteeing correct case processing. Good forms are thus important to make things easier for business enterprises and to ensure cost savings and quality improvement in public service.

All forms from the public authorities for business and industry must comply with ELMER. This means that more than 6000 web forms for the state and local authorities today have the same design and functionality, regardless which authority is behind them or which system the authority uses.

The guidelines have been prepared on assignment for the Ministry of Trade and Industry, while the Brønnøysund Register Centre will develop, refine and check that they are complied with when the agencies make forms.

ELMER features more than 100 individual requirements. Many of these must be satisfied by the computer system the form is developed in. All those who compose the questions, response alternatives, help texts and error messages in the form must understand and consider other requirements. The Brønnøysund Register Centre contributes a textbook and guidelines on the internet and sets up full-day ELMER courses for form developers twice annually.

Silver medal in the Norwegian championship

ELMER was awarded a solid second place in the final of the Beacon Award 2009, beaten only by the Norwegian Meteorological Institute, which displayed the popular weather report service yr.no. The Beacon Award is given by “Statens Dataforum” (the State Data Forum) for promoting experience and knowledge sharing in relation to ICT in public administration. The award is given to an institution that has excelled in the ICT area and which may serve as an ideal for others.

The jury in this competition especially attaches importance to the value creation potential and the reuse value for other enterprises.

The only Norwegian participant in a European final

The European level championship, the European e-Government Awards, is arranged by the European Commission every second year. Among the 113 entries, ELMER was the only Norwegian competitor among 23 finalists. The winner was a Portuguese system for handling hunting licences, but ELMER’s stand in the affiliated exhibition caught the attention of a number of departmental ICT planners and web project managers from all over Europe.

For many, it was a new and exciting idea that a whole nation could agree on how electronic forms should look and behave on the internet. It is also worth noting that demanding technical facilitation of data transfer and ICT cooperation easily draws the attention away from the situation of the internet user, the person filling in the form.

Export article

“There is much to indicate that ELMER may become a Norwegian export article in the same way as many other services we offer. Making it simple for users is very important because this is needed if all the services now being developed in all countries to ensure electronic communication with public authorities are to gain acceptance,” Erik Fossum, the Director General of the Brønnøysund Register Centre believes.

“Our concepts for the Central Coordinating Register for Legal Entities and the Register of the Reporting Obligations of Enterprises have long been shared with a number of countries, and now it is Altinn that is an inspiration. ELMER fits particularly well into this picture as the interface between the user and the public authorities across systems and solutions the forms are to be used in. It is particularly pleasing that a concept which is totally about user friendliness gains attention in such extremely technically oriented communities,” Fossum adds.

“Bosiden” (The Bankrupt Estate Website) – Good practice

Among the many participants in the EU competition that did not make it to the final, a few were awarded the honorary “Good practice” award. The Brønnøysund Register Centre’s Bankrupt Estate Website project was one of these.

This website is a tool for the official receiver dealing with a bankruptcy. It enables the receiver to submit information to the Register of Bankruptcies, find information from the Brønnøysund Register Centre and inform creditors and other stakeholders about the bankruptcy/liquidation proceedings. Using this website, the receiver does not need to send information on paper to creditors and the Register of Bankruptcies.



Minister of Government Administration, Reform and Church Affairs Rigmor Aasrud awards the diploma from the EU’s “Minister of IT” to Lars Uppheim from NHO (middle) and Tor Nygaard from the Brønnøysund Register Centre. Photo: European Commission.

OVERVIEW OF REGISTERS

The Central Coordinating Register for Legal Entities

The Central Coordinating Register for Legal Entities coordinates information on business and industry and public agencies that is in various public registers and which is frequently requested on questionnaires, and ensures that all the information is available in one place.

EMAS

EMAS – the Eco-Management and Audit Scheme – is a voluntary scheme for environmental registration of enterprises in the EU, which means that the enterprise takes a step further in its environmental activities than the statutory requirements. Norwegian enterprises can participate in this scheme through Norway's membership in the EEA agreement.

The Disqualified Directors Register

The Disqualified Directors Register was established to register disqualification periods ordered by the District Court to prevent disqualified persons from forming a new company or assuming other roles in such companies. When the Disqualified Directors Register was established in 1993, it took over the duties of the Disqualification Period Register.

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 confer legal protection against any creditors, it must be officially registered in the Register of Marriage Settlements.

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 of coordinating and simplifying these reporting obligations. The aim is to prevent superfluous collection and registration of information, particularly for small and medium-sized enterprises.

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 schemes. It also provides information on the stage the case processing is in.

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. Each year, enterprises under the reporting obligation must submit the annual accounts, annual report and auditor's report within one month after they have been adopted. The aim of this scheme is to ensure financial security and efficiency.

The Norwegian Register of Hunters

The Norwegian Register of Hunters registers persons who have been licensed to hunt game in Norway, and provides an overview of the payment of the hunting licence fee. The Norwegian Register of Hunters also contains information about persons whose licences have been revoked for a short or longer period of time.

The Register of Mortgaged Moveable Property

The Register of Mortgaged Moveable Property officially registers entitlements, mortgages/security interests and liens in moveable property. An official registration means that the right or lien is registered as an encumbrance on the person or

enterprise the claim is against. Official registration confers legal protection against creditors.

The Central Marketing Exclusion Register

The Central Marketing Exclusion Register allows a private individual to stop his or her address from being used for unsolicited direct advertising by mail or used for telephone sales.

The Lottery Register

The Lottery Register is a national register and case processing and archiving system for administration of the lottery market in Norway. The Lottery Inspection Authority in Førde is responsible for the Lottery Register in conjunction with the police, but the register is operated by the Brønnøysund Register Centre.

The Voluntary Register of Complementary Practitioners

The Voluntary Register of Complementary Practitioners is important for anyone requiring information about registered practitioner organisations. The aim of the register scheme is to protect patient and consumer rights for anyone seeking a registered complementary practitioner,

and to contribute to a serious way of conducting business among complementary practitioners.

The Register of Political Parties

The Register of Political Parties registers political parties. The main aim of the register is to give political parties the opportunity to obtain the exclusive rights to a party name. Registration in the Register of Political Parties 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 on each estate, including who is or has been the manager, chairman of the board and auditor of a business enterprise in receivership, and whether the chairman of the board, general manager or owner has any positions in other business enterprises at the time when liquidation proceedings were opened.

ALTINN

Altinn is a joint solution for electronic dialogue between business operators and the public authorities. Business operators

can submit forms through the web portal or directly from the enterprise's computer system, and the public authorities can return messages. Altinn is managed by the Brønnøysund Register Centre.

The Register of Non-Profit Organizations

The Register of Non-Profit Organizations aims to simplify and improve the interaction between NGOs and the public authorities. The register shall also obtain systematic information that may strengthen the legitimacy and knowledge about each NGO and facilitate the making of public policy for the voluntary sector.

The National Fee Collection Office

The task of the National Fee Collection Office is to register and invoice vouchers as the basis for keeping accounts and collecting fees for the state authorities. Such fees may include enforced sales, distraint proceedings and other enforcement proceedings carried out by the execution and enforcement officers.

European Business Register

European Business Register (EBR) is a European network for the exchange of information on business enterprises. The

EBR makes official information about European enterprises available online over all of Europe, across barriers that may arise due to differences in language, technology and legislation.

The Aquaculture Register

The Aquaculture Register contains an overview 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.

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 legal protection and provide a financial overview. All operators of business enterprises are obliged to register with the Register of Business Enterprises.

The Narvik Telephones

The telephone number (+47) 800 33 840 is a national information service answering questions about rules and regulations relating to forming and launching a business enterprise.

ALTINN CONTRIBUTES TO A BETTER ENVIRONMENT

The Altinn II project, which is developing Altinn further, is working to quantify the environmental effects of Altinn. Environmental consideration in the ICT industry is a growth field, and the challenge here is to find good indicators for measuring environmental impact.

The overriding social goal of Altinn is to promote a more competitive business community and more cost effective public administration. Altinn II has been given clear guidelines from the Ministry of Trade and Industry to include the environmental aspect in its development of Altinn. “Here, the major challenge is to find indicators to measure and quantify the environment impact,” says Mona Elisabeth Terning, consultant working on the realised gain project in Altinn.

Green IT is a concept that deals with this. The idea is that the ICT industry has joined together in a joint effort for a better climate. The industry has assumed

responsibility for its own environmental impact, and for supplying smart solutions that will reduce climatic consequences in other sectors.

Green IT and Altinn

In the context of Altinn, the most commonly heard argument concerns saving the environment. We can mention that less paper is used when reporting electronically. For example, nine of ten business enterprises report taxes and VAT electronically through Altinn. This means that the environment is spared the sending of approximately one million paper VAT forms and one million paper payment forms. Around 200 000 notifications to the Central Coordinating Register for Legal Entities and the Register of Business Enterprises at the Brønnøysund Register Centre in 2009 arrived through Altinn. Here each sending saves the environment around 30 paper pages.

The fact that more public services are being made available through electronic reporting will increasingly impact travel

and transport among users. When users can access Altinn and report to several agencies using one and the same website, this obviates the need to physically go to several agencies to complete the same tasks.

An important environmental gain is also achieved if we consider that less IT equipment is purchased by the public authorities when they choose to use Altinn instead of making their own reporting solutions. This means less production of IT components (hardware). Production of such components releases environmentally toxic substances, including a small percentage of the world's CO2 emissions.

Having joint IT operations across agencies also gives more reuse and utilisation of servers and other hardware, which in return reduces power consumption. This is also a substantial environmental gain.



SEARCH

Realised gain measures environmental benefits

In cooperation with service owners, the realised gain project shall be a process aiming to establish functions for effective coordination of benefits connected to Altinn. Altinn II will benefit the environment, even if this is difficult to quantify. The realised gain project has some indicators in this field that might make it feasible to quantify this environmental gain.

For all indicators that are listed in Altinn's plan for impact of environmental measures, substantial effects are expected that are not measured in Altinn II. There will also be other effects, but not all have been identified yet. The challenge when measuring effects and impact is to make sure that they are not measured repeatedly.

ALTINN LEADS THE WAY FOR BUSINESS AND INDUSTRY IN EUROPE

At the tail end of 2009, when the Services Act came into force on 28 December, Altinn received new status and new duties. The Services Act implements the EU's Services Directive in Norway. This means that Norway, just as all other EU countries, must establish a joint contact point in the public administration for all those who wish to operate a business across national borders. In this country, the contact point will be Altinn.

Starting on 28 December, a new website in English on www.altinn.no points the way to explanations in English of Norwegian business rules and regulations and to state authority information sites in English.

From the same point in time, Altinn supplied important information in Norwegian on how business enterprises must act to satisfy their social responsibilities in international activities. Aspects include environmental considerations, human rights, working conditions and anti-corruption. All Norwegian public authorities

and organisations with responsibilities in these fields have contributed content for these new Altinn web pages. The contact point must be fully developed during 2011.

Coordinated information

"Altinn is well situated to satisfy the duties it must address under the Services Act," says Erik Fossum, Director General of the Brønnøysund Register Centre.

"Already from the start in 2003 one of the main goals was that Altinn would make all forms available from one

location supported by a common technical solution. In 2007, work started on coordinating all state information about rules and funding schemes for business and industry. Transferring the websites Bedin and Business Enterprises Help to the Brønnøysund Register Centre is a stage in this," Fossum explains.

Today Altinn has progressed very far in collecting information and guidelines from many administrative areas in one location. At the same time, procedures have been established that ensure that each agency continues to have full control over the texts that are presented. This is in full accordance with how the local contact point is supposed to function pursuant to the Services Act. Foreign users will find information about formal application procedures and feedback from case processing in Altinn when the development project has been completed.

More agencies must contribute

"The responsibility for developing electronic solutions that can make such information accessible lies with each application agency,

that is to say each agency or authority," says Erik Fossum. "Our job is to make things easy, that is to say ensure that Altinn has the technology and procedures in place to receive and display the information the authorities at any time can supply. One example is the status and result of processing individual applications. We shall also offer our assistance as advisors. We shall help everyone to connect to Altinn in the most suitable way for them," adds Fossum.

"These are already quite normal tasks for us when agencies and the local authorities start to use Altinn as the hub in their communication with the Norwegian business community. We have lots of experience with this," Director General Erik Fossum promises.

CONTACT POINT IN ACCORDANCE WITH THE SERVICES DIRECTIVE

The contact point shall enable each service provider that comes under the Services Directive to

- acquire all the information that is required to start a business enterprise
- complete application procedures through the contact point, and
- receive feedback on licences and permits after submitting an application

The contact point can only automate the information flow to the extent the local authorities and state agencies make these schemes available electronically.

ALTINN II: DELAY GIVES QUALITY

When summing up the year for the Altinn II programme, we cannot deny the fact that Version 1 was delayed. However, the delay led to better quality and has had few consequences for the future of the programme.

The Altinn II programme has been through a very hectic year in 2009, and the development of Version 1 of Altinn II has been the dominant activity. This version, which first and foremost leads Altinn over into a new technology solution which is the basis for building new and better services for users, was slated for delivery in October. When it was realised that not enough time had been set aside for testing and quality assurance, the parties in the Altinn cooperation chose to postpone putting the solution into production.

Quality has the highest priority

When the delay was a fact, Director General Erik Fossum made it clear that it was due to the wish to guarantee Altinn users stable and high quality services.

“There will always be a risk that new solutions of this magnitude may have growing pains. By waiting to put the solution into production now we are reducing the risk,” Fossum said at the time.

The version was completed in December 2009, but was not made available in 2009. Altinn has heavy traffic, and therefore solutions can only be put into production in special windows.

The version was therefore delivered in two stages. The solution for service development, where service owners can develop forms and services, was taken into use in February 2010. The end user solution, which makes it possible to post the services on altinn.no, will be available in June.

“Splitting the production launch into two phases makes it easier for us to ensure quality and reduce risk because each stage has less scope,” explains Hallstein Husand, programme manager for the Altinn II programme. “All the work with the Altinn solution has had quality as the highest priority,” he confirms.

World class is the goal

At the same time the work on version 1 of Altinn II was taking place, the work on Version 2 was also initiated. This ensured that the delay in Version 1 did not have any great impact on the progress of the Altinn II programme.

Version 2 will make it possible to get more out of the Altinn platform. Features will include interaction services (eDialog/e-Government) where a number of services can be combined, both those defined in advance and those that are event-driven.

“Altinn is not only a website, a technical infrastructure and a development tool. It is also a successful cooperation project in

public administration, and Altinn II also supports this. The goal is that Altinn will be a world class e-Government, which we already believe Altinn is in some fields,” concludes Husand.

ADJUSTED ORGANISATION BEHIND ALTINN

The Brønnøysund Register Centre has placed the work with Altinn in a separate department called the Department for National e-Administration and Infrastructure. The department was established on 1 January 2007.

Since January 2009, the department has restructured. Requirements, expectations and framework conditions have changed significantly after the department was established, without this being mirrored in the department's structure. Reassessment of the organisation structure was therefore necessary. This work started with an analysis of the department's situation at the time.

“The goal with the process was to establish a stable and flexible organisation which would still be robust five to seven years into the future. It was also important for us to focus on the needs our users had and to set up a stable and flexible organisational structure,” says Roar Olsen, head of the department. When the department was established in 2007, we had a similar

process. That job and what we have accomplished now form the basis for solutions and measures which have resulted in a new organisation chart.

New head of department

In the course of 2009, a new head of department was appointed. Roar Olsen started in this post immediately after the organisation development process had started and participated in its completion. “I was aware that the process had been started, and found it good to enter the picture at a point where I was able to influence how the department would meet current and future challenges,” he says.

Work with the new organisation was completed in 2009, and the new

organisation has been active from 1 January 2010.

The situation now – results of the organisation development process

The department has been divided into four sections

- Realised gain: Will initiate coordination and simplification and maximise the social benefits of the common components of Altinn and SERES (the Semantics Register for Electronic Interaction).
- Innovation and development: Will develop the systems and work with the processes and service development in relation to the agencies that are part of Altinn and SERES.
- Operations and administration: Responsible for operating the systems that are in use now and is also the home of the central administration for Altinn and SERES.
- Staff and general services: Support function for the entire department, working with law, in-house information, training, finances and supplier administration.



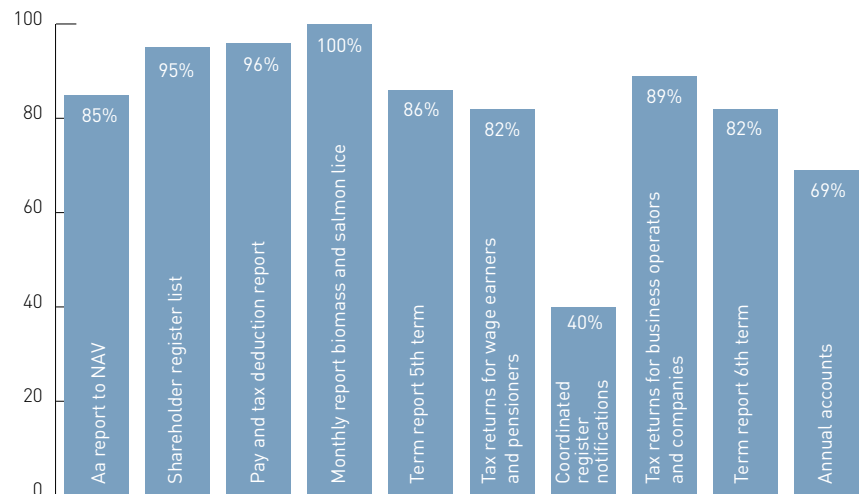
The Department for National e-Administration and Infrastructure:

- Established on 1 January 2007
- Altinn's Central Administration and the Central Coordinating Register for Legal Entities have merged into this department.
- **Primary duties:** Develop, operate and of business and industry and work on development projects.
- **Purpose:** Achieve synergy and cooperation effects administer Altinn and SERES, maintain an overview of the reporting obligations

PROPORTION SUBMITTED THROUGH ALTINN

The diagram shows the percentage of some selected forms that have been submitted through Altinn. Monthly reports of biomass and salmon lice can only be submitted through Altinn, which is why they are at 100 per cent.

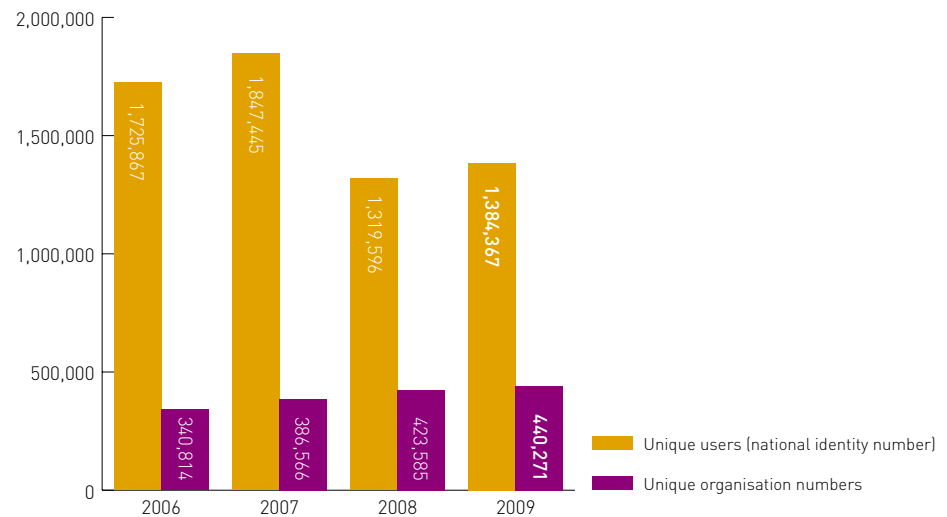
Forms sent to the Brønnøysund Register Centre, coordinated register notifications and annual accounts have the lowest percentages submitted through Altinn. These forms also have the greatest increase in the proportion sent through Altinn from 2008 to 2009.



NUMBER OF ALTINN USERS 2006-2009

More than 440 000 companies chose to report through Altinn, an increase of approximately four per cent compared to the year before. The number of users (unique national identification numbers) increased by around 65 000 from 2008 to 2009, but the number is still around 25 per cent lower than in the record year 2007, before passive acceptance of tax returns was introduced.

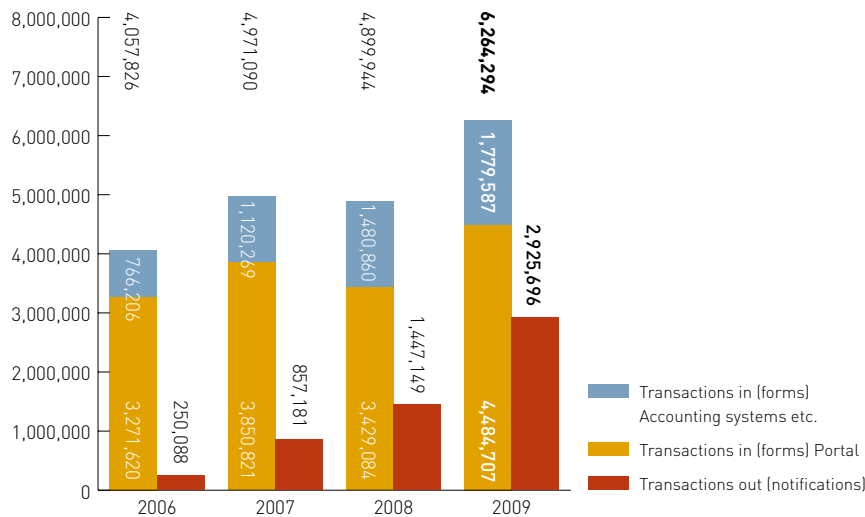
Compared to 2006, the number of companies and business enterprises reporting via Altinn has increased by 29.2 per cent, while the number of unique users has declined by 19.8 per cent.



TRANSACTION STATISTICS 2006–2009

The number of IN transactions has increased by around 28 per cent from 2008 to 2009. The increase is slightly higher for forms through the portal than through end user systems (accounting software, pay systems etc). More than 2.9 million OUT transactions were sent in 2009, which is more than double the figure for 2008.

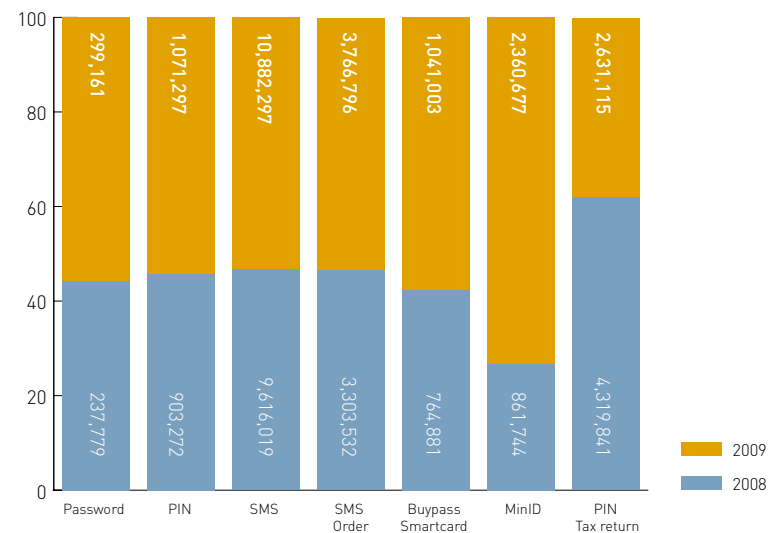
The service owners with the highest number of transactions was the Tax Authority, the Brønnøysund Register Centre and NAV. Transactions to and from the Brønnøysund Register Centre came to 17.5 per cent of the total number of transactions. The number of transactions to and from the Brønnøysund Register Centre increased by around 31 per cent from 2008 to 2009. The Norwegian Food Safety Authority increased its transaction amount most of the large service owners, by 75 per cent.



LOG-ON MECHANISMS

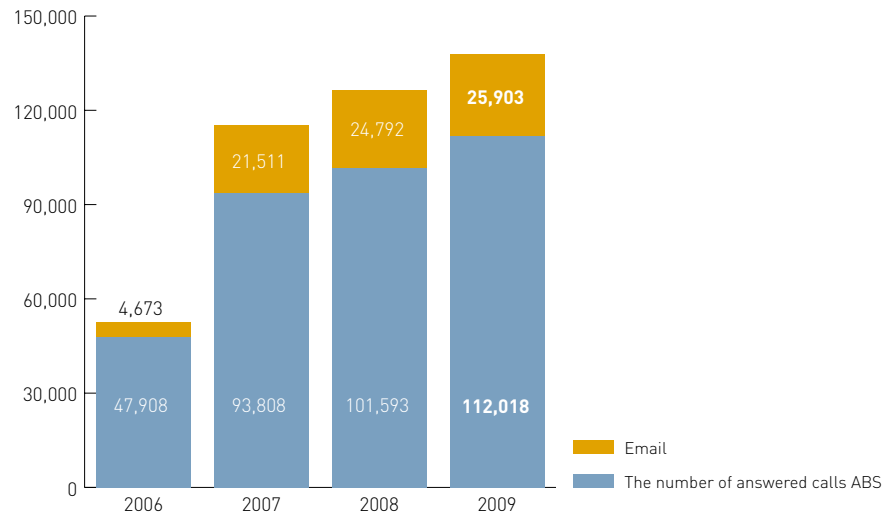
Logging on with MiniID increased by more than 170 per cent from 2008 to 2009. This log-on mechanism now constitutes approximately ten per cent of the total log-ons. Bypass Smartcard, which is the only way to get the highest security clearance in Altinn, was used for 4.7 per cent of the log-ons.

The total increase in the number of log-ons from 2008 to 2009 amounted to 10.2 per cent.



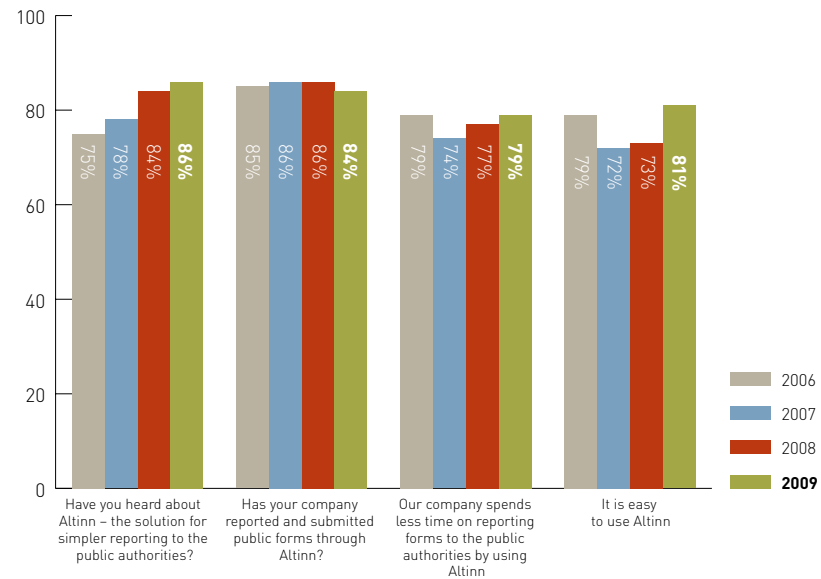
ALTINN USER SERVICE

The number of calls answered by the Altinn User Service increased by 10 per cent and the number of emails by around five per cent from 2008 to 2009. The average telephone waiting time declined by approximately 12 per cent, while the average call time decreased by around nine per cent.



PROPORTION RESPONDING "YES" TO THE ANNUAL SURVEY OF USERS

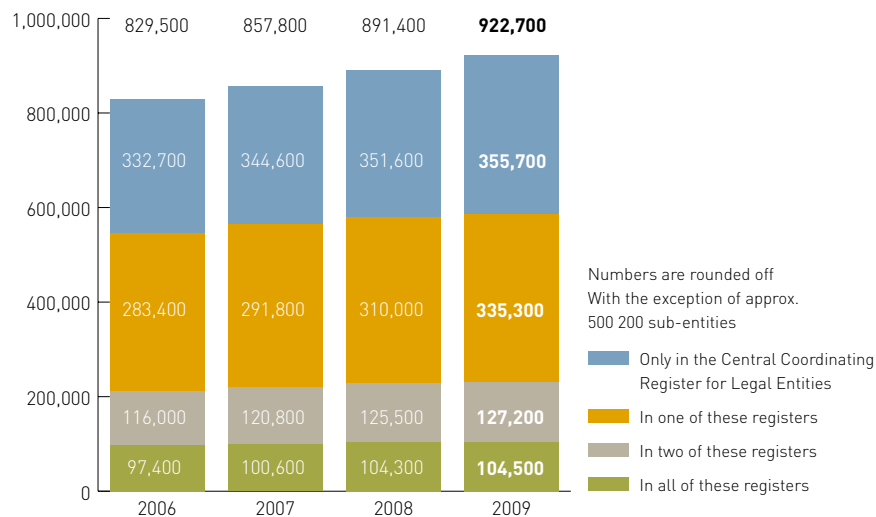
This year's phone survey of 2000 managers showed that 86 per cent were familiar with Altinn, an increase of two per cent compared to last year. Of these, 84 per cent answered "Yes" to the question "Has your business enterprise reported and submitted forms to the public authorities through Altinn?" This is two percentage points lower than last year.



REGISTERED IN THE CENTRAL COORDINATING REGISTER FOR LEGAL ENTITIES 2006–2009

The figures in this graph are also connected to NAV's Aa Register, the Register of Business Enterprises and the Value Added Tax Registration List. There was small growth in the registration of entities in the Central Coordinating Register for Legal Entities. Entities only registered in the Central Coordinating Register for Legal Entities increased by 25 300 from 2008 to 2009, while entities that are registered in one, two or all the mentioned registers had a total increase of 6000. From 2006 to 2009, the number of registrations increased by 93 200, which is more than 11 per cent. During these four years, the number of entities that are only registered in the Central Coordinating Register for Legal Entities has increased the most, by 51 900.

At the end of the year, 922 700 entities were registered in the Central Coordinating Register for Legal Entities. This is 31 300 more, or 3.5 per cent higher, than in 2008.

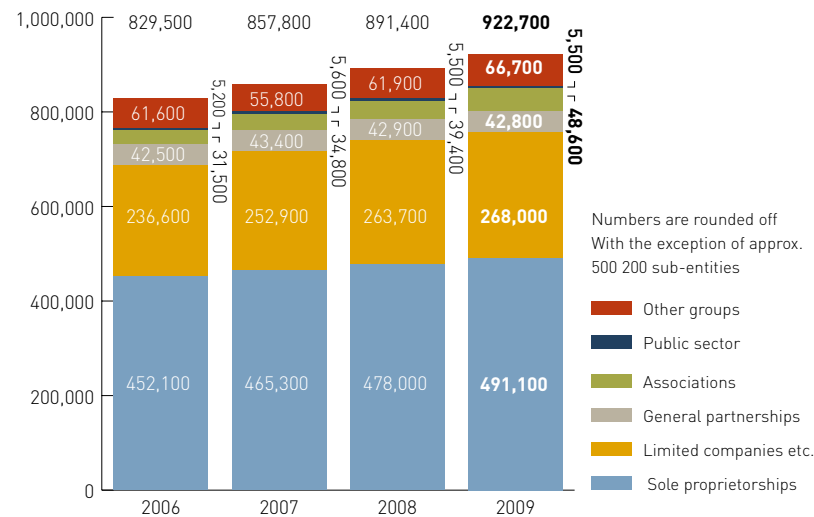


REGISTERED IN THE CENTRAL COORDINATING REGISTER FOR LEGAL ENTITIES, DISTRIBUTED ACCORDING TO MAIN GROUPS 2006–2009

On the last day of 2009, 922 700 entities were registered in the Central Coordinating Register for Legal Entities. The highest number is for the group sole proprietorships with 491 100 registrations. This was also the group with the highest increase in the number of registrations, 13 100, which is almost three per cent. The largest percentage increase was for the group associations, where there was a high 23.4 per cent increase compared to 2008. One of the reasons for this is most likely the establishment of the Register of Non-Profit Organizations in 2009.

From 2006 to 2009, the group associations had the largest increase, by more than 54 per cent, while the groups general partnerships and public sector have decreased the most. Sole proprietorships have had the greatest increase in the number of registrations, 39 000.

In 2009, 73 160 new entities were registered in the Central Coordinating Register for Legal Entities.

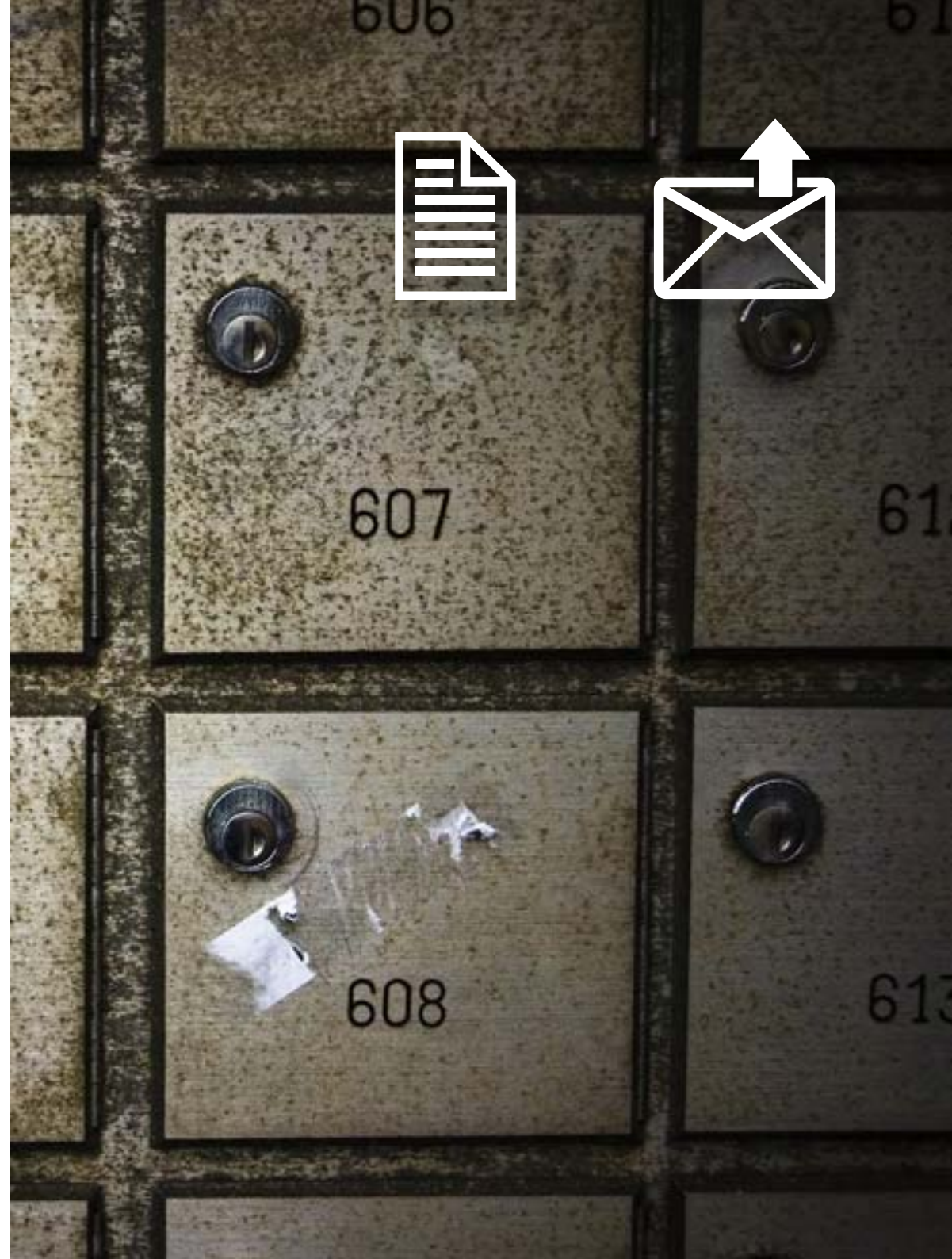
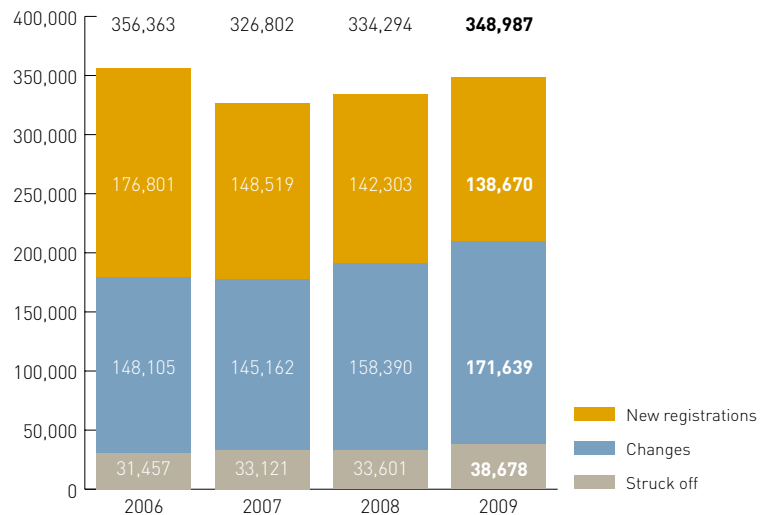


CASES PROCESSED BY THE CENTRAL COORDINATING REGISTER FOR LEGAL ENTITIES 2006–2009

In 2009, the number of cases in the Central Coordinating Register for Legal Entities increased by slightly more than four per cent. The greatest increase was in the number struck off, 5077 cases, more than 15 per cent. Changes had an increase of more than eight per cent. Only new registrations had a reduction, slightly below three per cent.

From 2006 to 2009, the number of cases processed by the Central Coordinating Register for Legal Entities was reduced by slightly more than two per cent. New registrations had dropped by more than 21 per cent, while there has been an increase in the number struck off and changes by 23 and 15.9 per cent.

In total in 2009, 441 830 notifications were received by the Central Coordinating Register for Legal Entities. Of these, 177 586 were electronic, i.e. approximately 40 per cent. Last year the number of electronic notifications increased by 53 245, or almost 43 per cent.



NEW REGISTERED BUSINESS ENTERPRISES 2008-2009 AND TOTAL NUMBER AS OF 31 DECEMBER

The trend from 2008 with reductions in the number of new registrations continued in 2009. Most new registrations last year were limited companies, with 12 842 registrations, while 6303 sole proprietorships were registered. The largest reduction was in new limited companies, with 4530 less than in 2008.

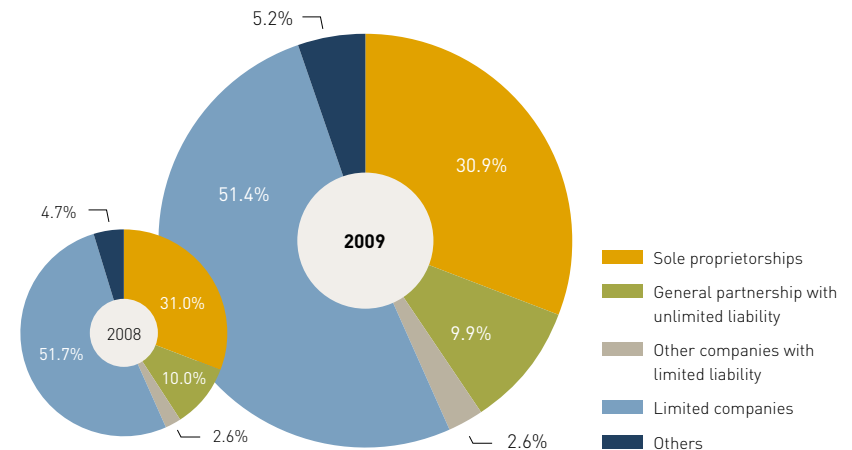
The figures as of 31 December 2009 show that 415 461 business enterprises were registered in the Register of Business Enterprises. Of these, 213 224 are limited companies. Of the 415 461 business enterprises, 128 280 are sole proprietorships. There was a less than one per cent increase in the total number. Sole proprietorships only registered in the Central Coordinating Register for Legal Entities are not included in this figure.

In total, 26 210 new business enterprises were registered in 2009. This is a reduction of less than 15 per cent compared to 2008.

Organisation form	Newly registered business enterprises 2008	Total number as of 31 December 2008	Newly registered business enterprises 2009	Total number as of 31 December 2009
Limited company	17,372	211,439	12,842	213,224
Public limited company	7	414	3	362
General partnership with unlimited liability	503	19,661	390	19,032
General partnership with shared liability	1,808	20,065	1,638	20,751
Company with Limited Liability	41	2,282	15	2,193
House-building cooperative	1	104	0	87
Housing association	245	8,202	99	8,252
Sole proprietorship	6,411	127,148	6,303	128,280
Condominium	509	3,189	511	3,703
European economic enterprise group	0	0	0	0
County enterprise	1	13	0	12
Association/Club/Organisation	49	886	33	895
Mutual insurance company	2	54	0	54
Inter-municipal company	13	229	9	236
Municipal enterprise	13	235	12	236
General partnership	30	894	11	831
Foreign enterprise registered in Norway	3,598	13,344	4,119	15,399
Pension fund	20	21	11	33
Shipping partnership	11	432	11	448
Cooperative enterprise	86	96	171	304
State-owned enterprise	0	6	1	7
Savings bank	0	119	0	117
Foundation	22	936	26	938
Other enterprises pursuant to special legislation	3	72	5	67
Total	30,745	409,841	26,210	415,461

REGISTERED BUSINESS ENTERPRISES, BY TYPE

There are only minor changes in the number of registered business enterprises distributed according to types in 2009 compared to 2008. Limited companies continue to be the clearly largest company type registered in the Register of Business Enterprises, comprising more than half of all the business enterprises, a little more than 51 per cent. There is a small reduction in the number of new sole proprietorships. This reduction is a trend we have seen for several years. The growth that appears in the diagram under "Others" primarily represents growth in the number of foreign business enterprises registered in Norway.



NEW REGISTRATIONS IN THE REGISTER OF BUSINESS
ENTERPRISES AND STRUCK OFF, BY COUNTY

With the exception of the islands in the Arctic Sea and the Norwegian continental shelf there has been a decline in 2009 in the number of new registrations in all counties.

With 302 new registrations, Finnmark was the county with the lowest reduction in the number of registrations of new business enterprises. Oslo and Rogaland were the counties with the largest reduction. Rogaland also had the largest negative change in percentages, by 26 per cent, followed by Vest-Agder, by approximately 24 per cent.

The change in the number struck off was quite minor in 2009 compared to 2008. Last year 20 687 were struck off, while 20 778 were struck off the year before.

County	Struck off 2008	Registered 2008	Struck off 2009	Registered 2009
Østfold	1,170	1,522	1,101	1,345
Akershus	2,257	3,301	2,258	2,979
Oslo	4,349	5,742	4,322	4,932
Hedmark	663	885	622	783
Oppland	653	895	661	791
Buskerud	1,124	1,663	1,114	1,467
Vestfold	972	1,446	1,089	1,275
Telemark	683	968	623	768
Aust-Agder	410	635	421	541
Vest-Agder	658	1,301	758	993
Rogaland	1,406	2,785	1,516	2,061
Hordaland	1,736	2,871	1,747	2,485
Sogn og Fjordane	355	593	363	495
Møre og Romsdal	942	1,381	906	1,218
Sør-Trøndelag	1,043	1,624	1,065	1,281
Nord-Trøndelag	412	668	454	569
Nordland	919	1,218	802	1,125
Troms	662	799	535	700
Finnmark	320	368	273	302
Arctic sea islands/Shell/Misc.	44	80	57	100
Total	20,778	30,745	20,687	26,210

BUSINESS ENTERPRISES SENT
TO THE DISTRICT COURT 2006–2009

Since 2006, there has been a steady rise in the number of business enterprises sent to the district court. From 2006 to 2009, the number increased by more than 41 per cent. The lack of an auditor was the most frequent reason for being sent to the court during these four years. The number of business enterprises where matters were rectified after the district court took over the case also continued to grow in 2009, with an increase of 59 cases, amounting to approximately seven per cent.

The lack of an auditor was the most important reason for why business enterprises were sent to the district court. This was followed by the group of limited companies that had been dissolved for more than one year.

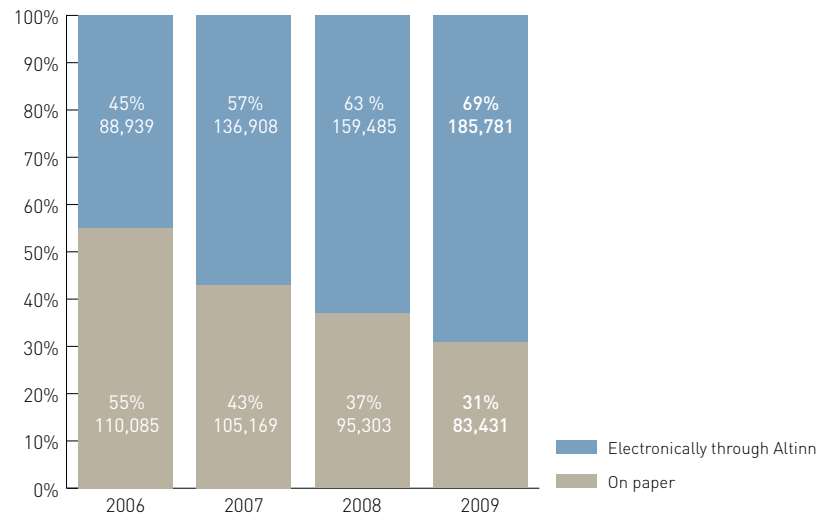
A total of 2275 business enterprises were sent to the district court in 2009. After the district court took over the case, the matters that put the enterprises before the court were rectified in 834 cases. A total of 1345 business enterprises went into compulsory liquidation or were being processed by the district court.

Basis for sending to court	2006	2007	2008	2009
Lack of an auditor	751	882	966	1,211
Incomplete board	130	145	180	224
No general manager	3	0	1	5
Limited companies dissolved more than one year	724	712	739	835
Total	1,608	1,739	1,886	2,275
Rectified after being taken over by the court	790	710	775	834
Compulsory liquidation or being processed by the court	870	976	1,031	1,345

ANNUAL ACCOUNTS SUBMITTED FOR 2006–2009

Since 2007, the majority of the annual accounts has been submitted through Altinn. That year, 57 per cent chose to submit electronically. In 2009, 69 per cent chose to submit annual accounts electronically.

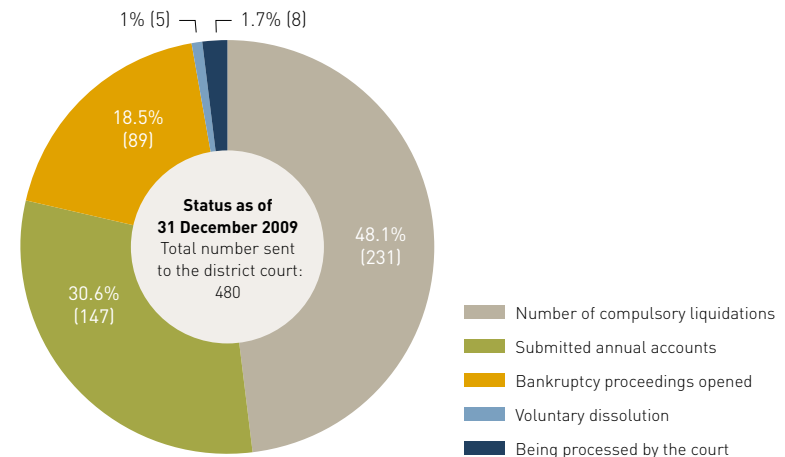
Some submitted annual accounts were refused due to errors. The percentage refused for those who submitted on paper was slightly over 15 per cent last year, while the percentage refused for those who chose the electronic Altinn solution was slightly over ten per cent. The most common causes for a refusal are that the annual accounts lack attachments or are erroneously entered, and notes to the accounts that lack information or are erroneously entered.



LIMITED COMPANIES SENT TO THE DISTRICT COURT IN 2009 FOR NOT SUBMITTING ANNUAL ACCOUNTS FOR 2007

In 2009, 480 limited companies were sent to the district court for not submitting annual accounts for 2007. This was an increase of more than 20 per cent compared to the number for 2008. More than 30 per cent of these limited companies sent in the annual accounts and therefore avoided compulsory liquidation. Bankruptcy proceedings were opened in approximately 18 per cent, while around 48 per cent underwent compulsory liquidation. There was a reduction in the proportion of compulsory liquidation of limited companies of 3.5 per cent in 2009 compared to 2008.

From 2006 to 2009, there has been an increase of around 77 per cent (209 cases) in the number of limited companies sent to the district court.

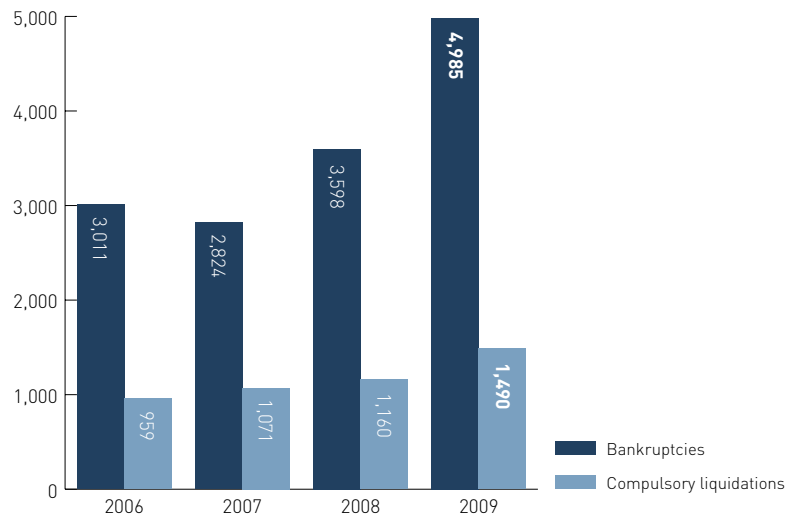


BANKRUPTCIES AND COMPULSORY LIQUIDATIONS 2006–2009

In 2009, there was an increase in the number of bankruptcies, amounting to 1387, while the number of compulsory liquidations increased by 330. In total, bankruptcies and compulsory liquidations increased by approximately 36 per cent. The increase from 2007 to 2009 amounts to more than 66 per cent.

Bankruptcy or liquidation proceedings are opened when a person or business enterprise is unable to cover its liabilities or when the enterprise share capital has been used up.

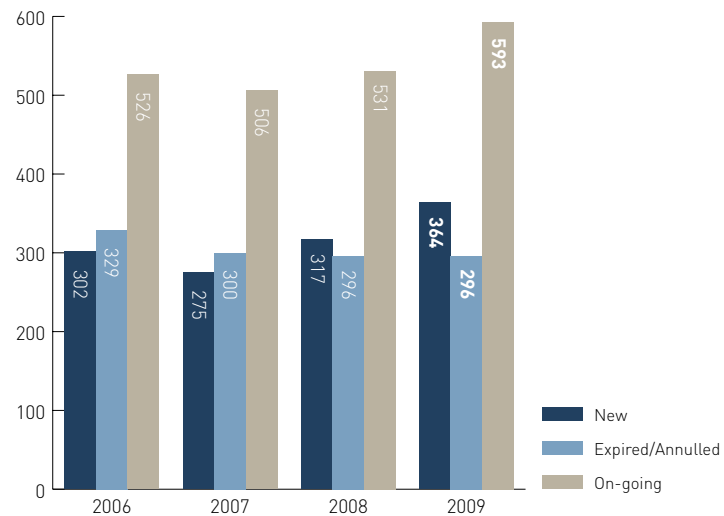
Compulsory liquidation proceedings are opened when a company has submitted notification of dissolution but has not submitted notification of final striking off to the Register of Business Enterprises, or when a business enterprise after several reminders from the Register of Business Enterprises has not submitted notification of members of the board of directors, chairman of the board, general manager and auditor. A business enterprise can also undergo compulsory dissolution if it fails to submit annual accounts.



NEW AND STRUCK OFF/EXPIRED DISQUALIFICATION PERIODS 2006–2009

Over the course of last year, the number of new disqualification periods has increased by more than 14 per cent, while the number of on-going disqualification periods has increased by almost 12 per cent. The number of expired and annulled disqualification periods is the same as in 2008, 296 cases.

A disqualification period imposed by the district court is for two years.



DISQUALIFICATION PERIODS AS OF 31 DECEMBER 2009 BY COUNTY

Buskerud was the county that in 2009 had the highest number of new disqualification periods, with 48, the same number as in 2008. Oslo came in second with 39. Sogn og Fjordane had no new disqualification periods last year, thus reducing the number of new periods by 100 per cent.

With 296 expired and annulled disqualification periods, there was no change compared to 2008. Oslo, Buskerud and Akershus counties lead the statistics this year as they did last year.

When it comes to on-going disqualification periods, Buskerud (78), Vestfold (63) and Akershus (60) are at the top of the table, while Sogn og Fjordane (1) is at the bottom. The largest percentage increase was in Nord-Trøndelag which had 21 on-going disqualification periods last year. This amounts to an increase of 333 per cent.

County	New	Expired/Cancelled	On-going
Østfold	24	20	49
Akershus	34	32	60
Oslo	39	57	58
Hedmark	5	13	15
Oppland	16	7	21
Buskerud	48	42	78
Vestfold	41	15	63
Telemark	3	4	6
Aust-Agder	7	12	20
Vest-Agder	13	5	15
Rogaland	35	18	49
Hordaland	17	13	27
Sogn og Fjordane	0	1	1
Møre og Romsdal	16	17	27
Sør-Trøndelag	22	11	30
Nord-Trøndelag	12	1	13
Nordland	10	11	21
Troms	6	4	15
Finmark	8	7	12
Abroad	8	6	13
Unknown	0	0	0
Total	364	296	593

BANKRUPTCIES AND COMPULSORY LIQUIDATIONS BY COUNTY

In 2009, there was an increase in the number of bankruptcy proceedings in all counties. This is the first time in more than ten years that we see an increase in new bankruptcy proceedings in all the counties. The total increase came to more than 38 per cent. The highest number was in Oslo with 842, while Finnmark had 37 bankruptcies.

The total increase of compulsory liquidations was from 331 to 1490, corresponding to around 28 per cent. Only four counties had a reduction in the number of compulsory liquidations. The largest reduction was in Troms county with 15, while Buskerud and Telemark counties had a reduction of five each. Vest-Agder had 22 more compulsory liquidations, an increase of 157.1 per cent, making Vest-Agder the county with the largest increase in compulsory liquidations.

All in all, there was an approximately 36 per cent increase in the number of bankruptcies and compulsory liquidations.

County	2009	2008	Bankruptcies Change%	2009	2008	Compulsory liquidations Change%
Østfold	278	212	31.1%	82	65	26.2%
Akershus	537	400	34.3%	166	149	11.4%
Oslo	842	647	30.1%	399	315	26.7%
Hedmark	180	101	78.2%	35	37	-5.4%
Oppland	188	152	23.7%	29	28	3.6%
Buskerud	285	220	29.5%	71	76	-6.6%
Vestfold	284	215	32.1%	82	43	90.7%
Telemark	182	112	62.5%	29	34	-14.7%
Aust-Agder	94	74	27.0%	25	14	78.6%
Vest-Agder	192	116	65.5%	36	14	157.1%
Rogaland	308	217	41.9%	97	80	21.3%
Hordaland	451	286	57.7%	165	112	47.3%
Sogn og Fjordane	87	68	27.9%	14	7	100.0%
Møre og Romsdal	228	165	38.2%	46	31	48.4%
Sør-Trøndelag	299	224	33.5%	73	39	87.2%
Nord-Trøndelag	97	94	3.2%	28	18	55.6%
Nordland	231	166	39.2%	43	28	53.6%
Troms	142	93	52.7%	32	47	-31.9%
Finmark	67	30	123.3%	37	22	68.2%
Abroad	11	3	266.7%	1	0	
Unknown	2	1	100.0%	0	0	
Total	4,985	3,596	38.6%	1,490	1,159	28.6%

BANKRUPTCIES AND COMPULSORY LIQUIDATION ACCORDING TO BUSINESS

The number of compulsory liquidations is highest in property management, rental operations and business services with 426. Then comes retail trade and vehicle repair with 350.

The largest reduction was in health and social services with a decline of 73 per cent. Financial services and insurance had a reduction of 19.5 per cent. These are the only fields with reductions in the number of compulsory liquidations in 2009.

Business	Bankruptcy	Compulsory liquidation	Total
Agriculture and forestry	27	12	39
Fishing, fish farming	25	4	29
Mining	9	6	15
Industry	269	57	326
Electricity and water utilities	0	0	0
Building and construction	708	203	911
Retail trade/vehicle repair	1,263	350	1,613
Hotel and catering	320	90	410
Transport storage and communication	294	95	389
Financial services and insurance	62	62	124
Property management, rental operations, business services	1,531	426	1,957
Education	27	12	39
Health and social services	39	14	53
Other social and personal services	265	153	418
Undefined	146	6	152
Total	4,985	1,490	6,475

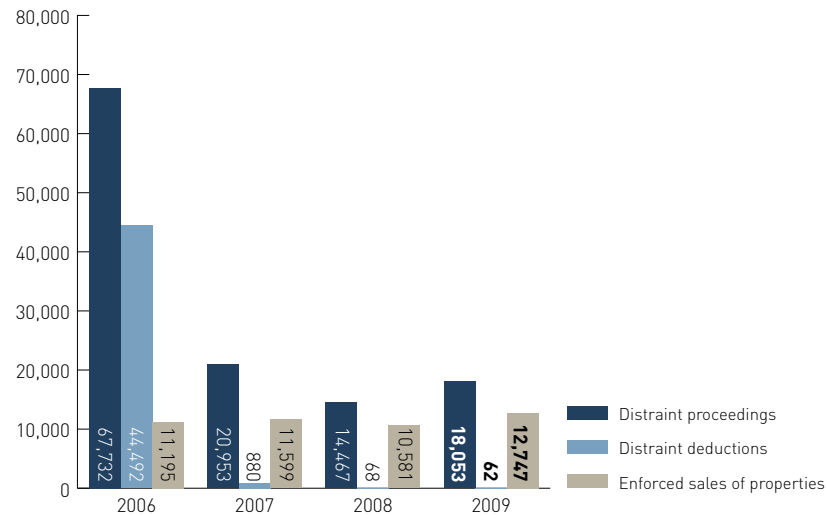
REGISTERED DISTRAINT PROCEEDINGS, ENFORCED SALES OF PROPERTIES AND DISTRAINT DEDUCTIONS 2006–2009

After a steady decline in the number of distraint proceedings from 2003 to 2008, there was an increase of almost 25 per cent in 2009.

The number of distraint deductions has had a steady decline since the peak in 2003, where there were 194 930 distraint deductions.

The number of enforced sales of properties has been between 10 373 and 11 599 from 2003 to 2008, but last year there was an increase of 2166, a rise of 20.5 per cent.

In 2006, the Norwegian National Collection Agency (NCA) took over responsibility for distraint proceedings and deductions from the local enforcement officers. The Brønnøysund Register Centre now only has responsibility for cases handed over to the courts.

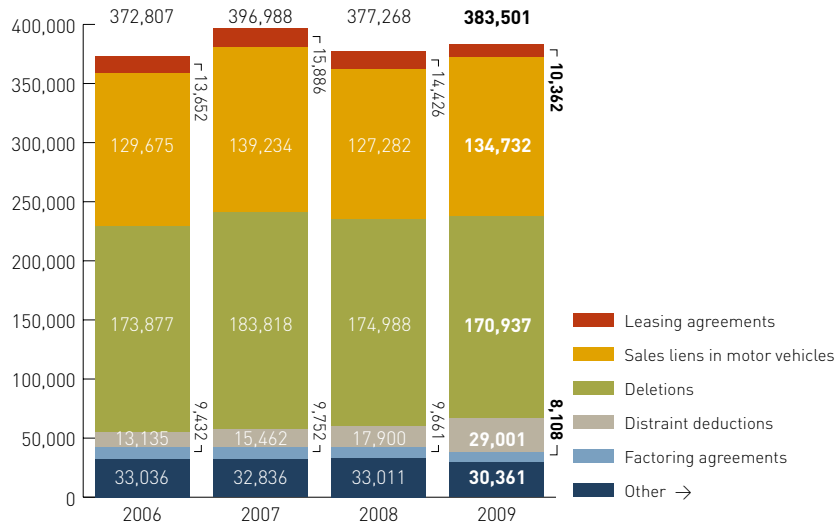


OFFICIAL REGISTRATIONS 2006–2009

There was an increase in the number of official registrations of around two per cent in 2009. The largest percentage increase was in official registrations of distraint proceedings, 62 per cent compared to 2008. For liens on motor vehicles, the increase was almost six per cent. The other categories had reductions in the number of official registrations last year. Striking off represented more than 44 per cent of the official registrations, and official registrations of liens on motor vehicles amounted to 35 per cent.

From 2006 to 2009, there has been a reduction in most types of official registration. Only for official registrations of liens on motor vehicles and distraint proceedings has there been an increase in the number of official registrations from 2006 to 2009, approximately three per cent.

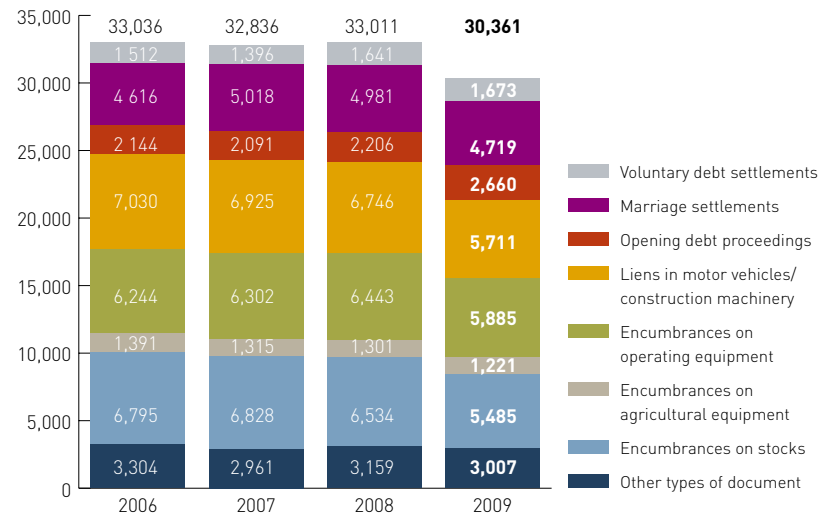
Calculated in Norwegian kroner, the total amount of mortgages officially registered was NOK 798 432 868 290.63. This is a large reduction of 52.7 per cent compared to 2008 when mortgages that had been officially registered amounted to NOK 1 687 105 506 301.69.



OFFICIAL REGISTRATIONS 2006–2009

To show the document types that are used most frequently in the category "Other", we have divided the graph into two. The graph on the left shows document types with 10 000 official registrations or more annually. The graph below shows document types with less official registrations and which are placed in the category "Other" in the graph on the left of this page. The category "Other document types" has many small items, the smallest with one document and the largest with between 660 and 780 documents that refer to endorsements.

Developments in 2009 show that there has been a reduction by around eight per cent in these official registrations compared to 2008. An increase has only been registered for voluntary debt amnesty and opening debt proceedings. If we consider the figures from 2006 to 2009, the increase has been around 10 694 official registrations, or around three per cent.

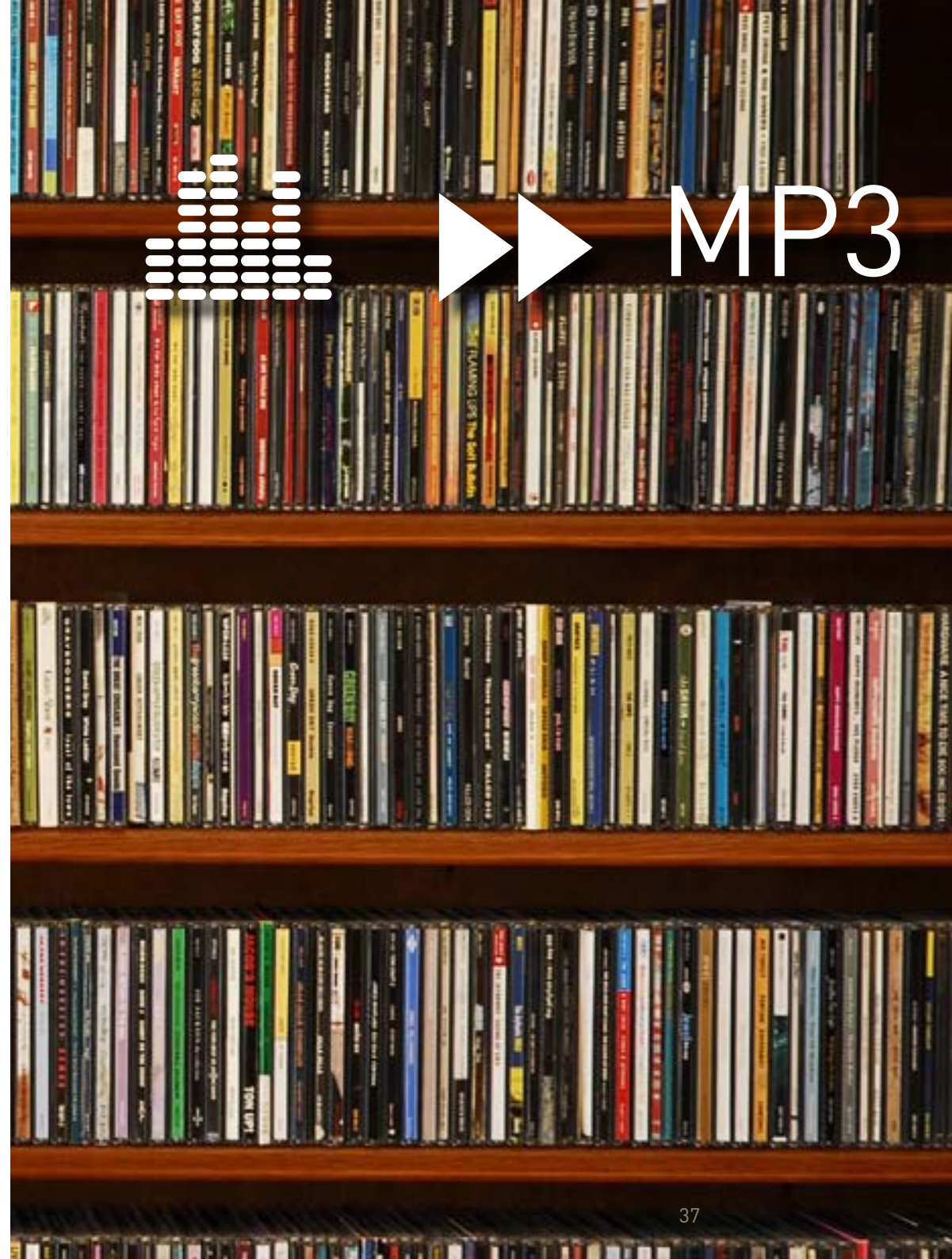
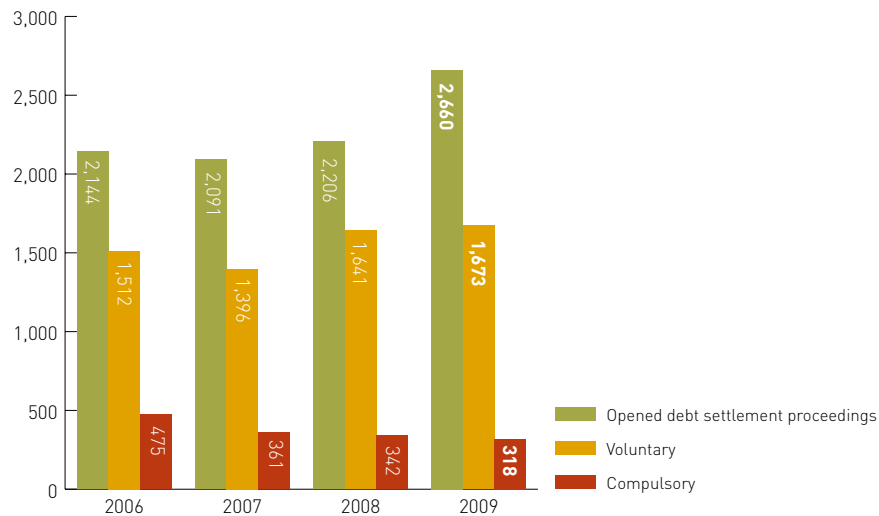


OPENED DEBT SETTLEMENT PROCEEDINGS AND OFFICIALLY REGISTERED DEBT SETTLEMENTS 2006–2009

The development in 2008 and 2009 shows that there has been an increase in the number of opened debt settlement proceedings and voluntary debt settlements, while there has been a reduction in compulsory debt settlements.

A total of 2660 debt settlement proceedings were opened in 2009. This is 454 more or more than 20 per cent more than in 2008. Voluntary debt settlements had an increase of 32, corresponding to two per cent. In 2009, 318 cases ended in compulsory debt settlements. This is a reduction of seven per cent compared to the year before.

From 2006 to 2009, the number of opened debt settlement proceedings has increased by 24 per cent (516 official registrations), voluntary debt settlements have increased by around ten per cent (161 official registrations), while compulsory debt settlements have declined by 33 per cent (157 official registrations).

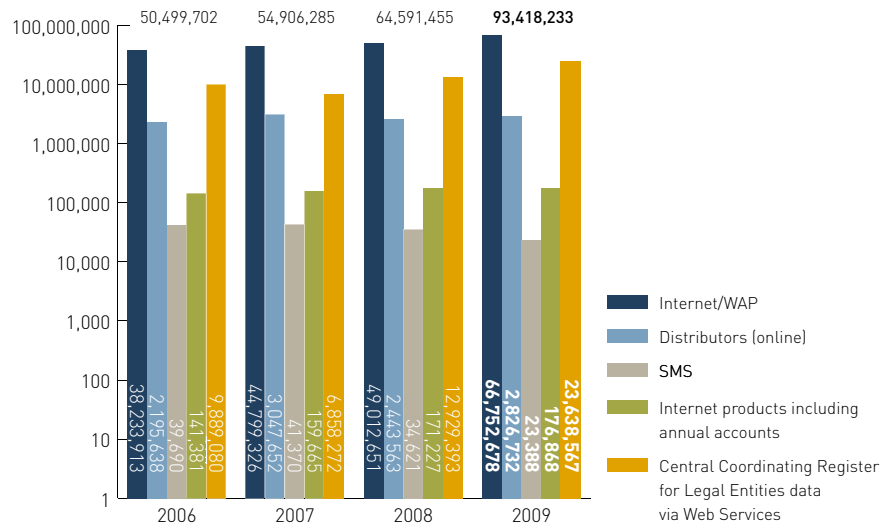


AUTOMATIC REGISTER INFORMATION INQUIRIES

More than 93 million inquiries from the web in the Brønnøysund Register Centre databases in 2009 meant an increase of almost 30 million compared to 2008. New this year is that the number of inquiries also includes inquiries in Bedin (5 923 221) and searches in the Register of Non-Profit Organizations (277 464).

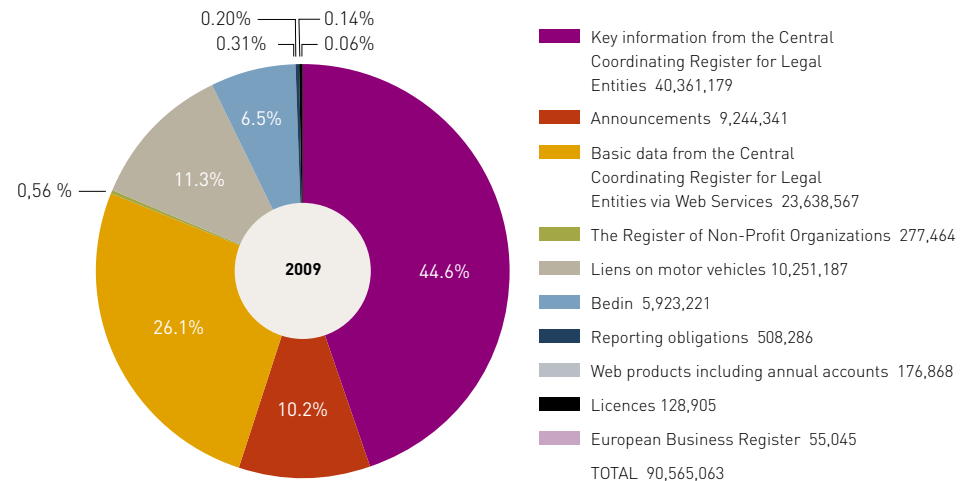
All in all, there was an increase in the number of inquiries in the Brønnøysund Register Centre databases of almost 45 per cent, which comes to 28 826 778 inquiries. Even if the inquiries in Bedin and the Register of Non-Profit Organizations are disregarded, the increase amounts to 22 626 093 inquiries, or 35 per cent.

SMS inquiries had the largest reduction of more than 32 per cent, or 11 233 inquiries. Basic data from the Central Coordinating Register for Legal Entities via Web Services increased by as much as 10 709 174 inquiries, while the increase for the internet/WAP was 17 740 027.



DISTRIBUTION OF INQUIRIES TO VARIOUS WEB SOURCES BY PERCENTAGE

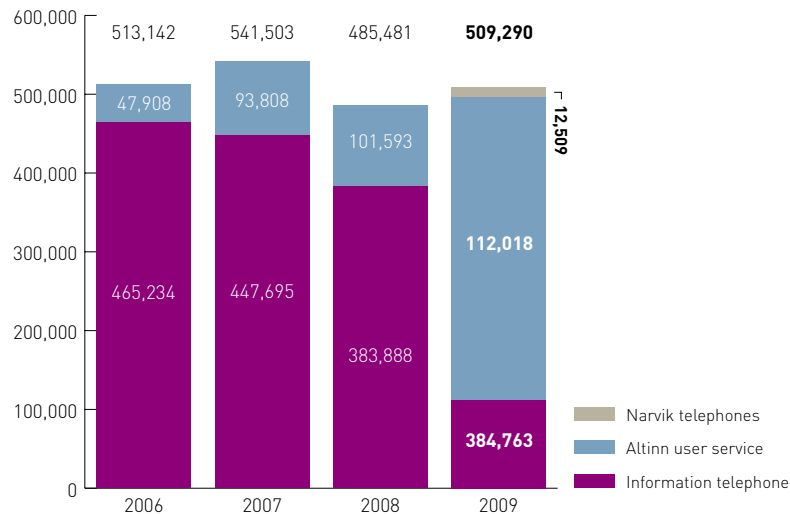
There has been a reduction in the percentage use of all web services, with the exception of basic data from the Central Coordinating Register for Legal Entities via Web Services, which had an increase of more than five percentage points. This development came independently of the new services Bedin and Register of Non-Profit Organizations which are now part of the calculation base. The service Key Information from the Central Coordinating Register for Legal Entities has the largest percentage of the inquiries with slightly under 45 per cent, while basic data from the Central Coordinating Register for Legal Entities via Web Services has 26 per cent. Liens on motor vehicles and announcements have approximately ten per cent of the inquiries.



INQUIRIES ANSWERED BY TELEPHONE 2006–2009

From 2006 to 2008, there was a decline in the number of inquires made by telephone to the Information Telephone, but in 2009 there was a small increase of 875 inquiries. Altinn User Service had an increase of more than 10 000 inquiries. All in all, the increase in telephone inquiries to the Information Telephone and Altinn User Service was more than two per cent. The Narvik Telephones answered 12 509 telephone inquiries in 2009.

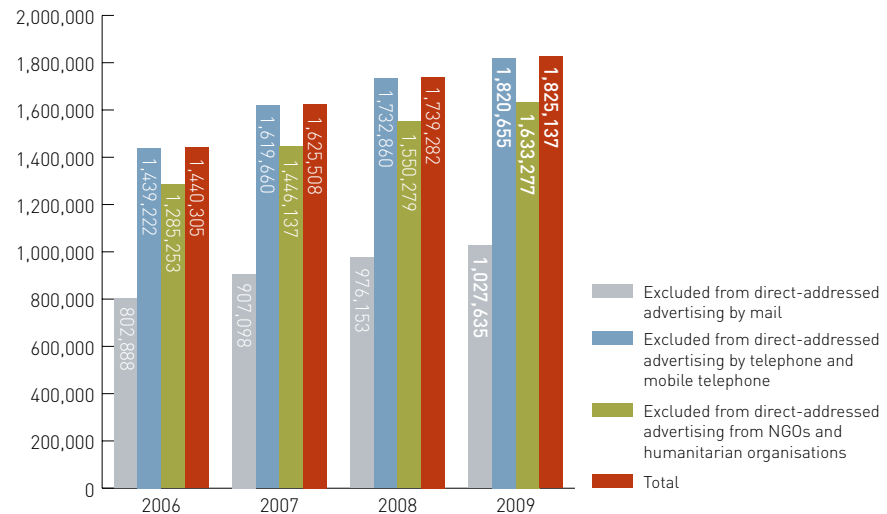
In 2009, the waiting time on the Information Telephone was on average 38 seconds, which is a reduction of 18 seconds compared to 2008. Altinn User Service had an average waiting time of 30 seconds, and has reduced this by four seconds. The average waiting time on the Narvik telephones was 17 seconds. The average call time on the Information Telephone, Altinn User Service and the Narvik Telephones was respectively 115 seconds, 189 seconds and 407 seconds.



EXCLUSIONS IN THE CENTRAL MARKETING EXCLUSION REGISTER 2006–2009

In 2009, there was an increase of approximately five per cent in all the exclusion registers in the Central Marketing Exclusion Register. A total of 51 482, or an increase of more than five per cent, registered to be excluded from unsolicited advertising.

A total of 87 795 (5.1 per cent) more registered to be excluded from advertising via telephone and mobile telephone, while 82 998 (5.4 per cent) more registered to be excluded from advertising from NGOs and humanitarian organisations. The total of those registered to be excluded increased by 4.9 per cent.

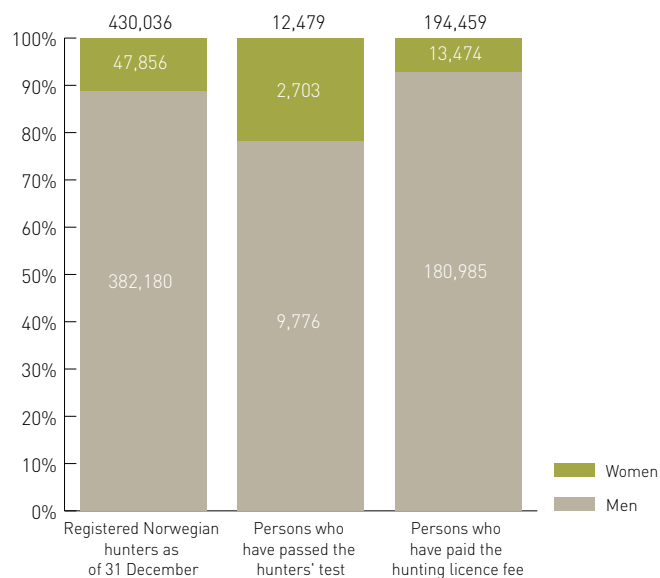


REGISTERED NORWEGIAN HUNTERS

At the end of the year, 430 036 Norwegian hunters and 7226 foreign hunters were registered in the Norwegian Register of Hunters. This is almost 10 000 more hunters than in 2008. The largest increase by percentage is registered female hunters, with an increase of almost six per cent. In total, 3.5 per cent more Norwegian hunters were registered in 2009 than in 2008.

The number of persons who have passed the hunter's test also increased in 2009, by 430 persons.

Norwegian hunters ordering hunting licences by telephone and fax amounted to an increase of five per cent, while there was a reduction in orders via the internet of almost 23 per cent. Orders from foreign hunters through the internet increased by approximately 30 per cent.



ESTIMATE OF BURDEN FROM NEW REPORTING OBLIGATIONS 2006-2009

In 2009, a total of 53.9 full-time equivalents were coordinated and eliminated. In the same period, 32.1 full-time equivalents were added in connection with new obligations, so that the net reduction in 2009 was 21.8 full-time equivalents. At the end of 2009, the total burden was 4536.9 full-time equivalents or 7 826 219 hours in the year. From 1998 to 2009, coordination and elimination measures corresponding to 1490 full-time equivalents have been carried out.

At the end of 2009, there were 772 forms in the Register of the Reporting Obligations of Enterprises, five more than at the end of 2008. Of these 772 forms, 149 are fully electronic or half electronic, 165 are half or almost fully electronic, in total amounting to almost 50 per cent of all the forms. A total of 109 forms, more than 28 per cent, can be reported through Altinn.

A total of 53 public agencies have forms in the Central Coordinating Register for Legal Entities. This year, as in previous years, Statistics Norway has the largest number of forms with 222, almost 29 per cent of the total number, while the Directorate of Taxes, with 70 forms, is next.

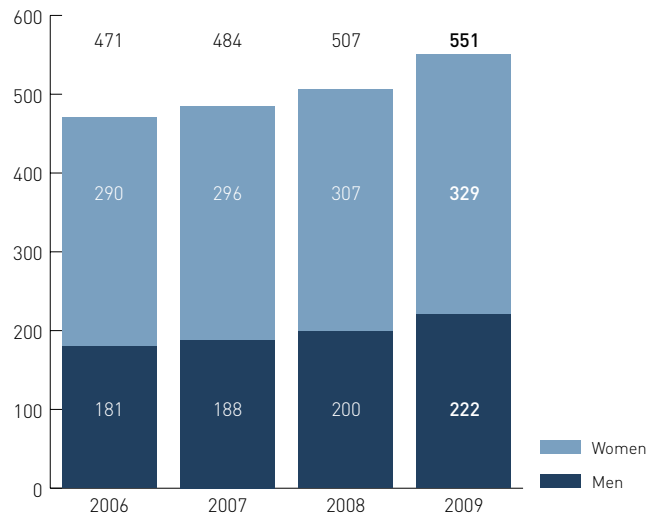
	2006	2007	2008	2009
Burdens on business and industry (full-time equivalents)				
New registered reporting obligations during the period	2.3	30.4	7.5	32.1
Coordination and elimination measures during the period	-100.7	-167.1	-238.0	-53.9
Number of form variants				
New registered reporting obligations during the period	27	12	11	12
Coordination and elimination measures during the period	-6	-11	-9	-9

EMPLOYEES 2006–2009

The average number of employees in 2009 was 551. This figure is based on the average number of employees each month. The figure also includes employees on leave. In 2009, human resources amounted to 514 full-time equivalents compared to 475 full-time equivalents in 2008. The number includes permanent employees, temporary positions, temps, apprentices, overtime and trainees. There was an increase of almost 39 full-time equivalents in human resources last year. In recent years, there has been a small increase in the proportion of men employed at the Brønnøysund Register Centre. On average, the distribution of men and women was 40.1 and 59.9 per cent in 2009, while the percentage was 39.4 per cent men and 60.6 women in 2008. In 2009, the percentage of women in senior management was 35.7 per cent, compared to 39.5 per cent in 2008. Distribution between the genders is unchanged on the senior-management and group-managerial levels, while the proportion of women on the deputy head level has dropped by 8.8 percentage points.

Competence

In 2009, the Brønnøysund Register Centre spent NOK 4.7 million on raising competence. NOK 1.3 million of this came from joint efforts. Grants amounting to almost NOK 250 000 were awarded, divided between 11 women and eight men. A total of 105 employees participated in courses and similar events, while one employee participated in a senior management programme. In 2009, the Brønnøysund Register Centre had six apprentices.



TARGETS AND RESULTS

Activity	TARGET	2006	2007	2008	2009
The Central Coordinating Register for Legal Entities					
Electronic processing of notifications	2 days	1 day	1 day	2 days	1.6 days
Processing of paper notifications	5 days	5 days	8 days	6 days	4.8 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	47 days	16 days	11 days	9.0 days
The Register of Business Enterprises					
Processing new registrations and notifications of change, electroni-	2 days		1 day	1 day	1.2 days
Processing new registrations and notifications of change, paper	5 days	10 days	10 days	6 days	5.6 days
Processing of complaints	21 days	35 days	24 days	8 days	8.0 days
The Register of Company Accounts					
Processing annual accounts received electronically	2 days	2 days	2 days	2 days	2.4 days
Processing annual accounts received on paper	3 days	3 days	2 days	2 days	2.2 days
Complete processing of applications for remission of fees for delays	21 days	24 days	26 days	21 days	28.6 days
Forwarding appeals of rejected applications	21 days	24 days	26 days	19 days	33.9 days
The Register of the Reporting Obligations of Enterprises					
Case processing of new and changed reporting obligations	21 days	10 days	15 days	7 days	4.0 days
Processing coordination cases	21 days	9 days	2 days	1 day	2.0 days
The Register of Mortgaged Moveable Property					
Processing official registration cases	3 days	4 days	4 days	3 days	3.6 days
Processing appeals	21 days	21 days	None	11 days	None
The Register of Bankruptcies					
Processing of registrations	1 day	1 day	1 day	2 days	1.0 day
Processing of complaints	21 days	21 days	14 days	18 days	15.2 days
The National Fee Collection Office					
Processing of registrations for invoices	3 days	5 days	4 days	4 days	2.5 days
Processing payments (collateral expenses)	1 day	1 days	1 day	1 day	1.0 day
The Department of Distribution					
Average waiting time on the Information Telephone	30 secs.	42 secs.	41 secs.	56 secs.	38.2 secs.
Average waiting time Altinn User Service	30 secs.	33 secs.	34 secs.	35 secs.	30.0 secs.
Average waiting time Narvik telephones	30 secs.				17.0 secs.
Processing written information	1 day	1 day	1 day	1 day	1.0 day
Processing special orders	7 days	7 days	5 days	6 days	5.7 days

Average conversation times:

- The Information Telephone: 115 seconds (104 seconds in 2008, increase of 10.6 per cent)
- Altinn User Service: 189 seconds (208 seconds in 2008, increase of 9.1 per cent)
- The Narvik Telephones: 407 seconds (no figures for previous years)

MAIN FIGURES 2009

Main figures	2008	2009
The Register of Mortgaged Moveable Property		
Proportion of electronic documents	49%	62%
Total official registrations	377,268	383,501
Including		
– struck off	174,988	170,937
– sales liens – motor vehicles	127,282	134,732
The Register of Marriage Settlements		
Officially registered marriage agreements	4,981	4,719
The Central Coordinating Register for Legal Entities		
Proportion of electronic documents	30%	47%
Number of entities as of 31 December	891,400	922,700
New entities registered during the year	72,889	73,160
Total number of cases processed	334,294	348,987
The Register of Non-Profit Organizations		
Number of entities as of 31 December 2009		16,364
The Register of Business Enterprises		
Proportion of electronic documents	28%	36%
New registered business enterprises	30,745,	26,210
Of these		
– limited companies	17,372	12,842
– sole proprietorships	6,411	6,303
– general partnerships with unlimited liability	1,808	1,638
Notifications total, including changes and struck off	263,898	273,693
The Register of Company Accounts		
Proportion of electronic case processing	64%	67%
Approved annual accounts for the last accounting year	220,949	233,785
Percentage refused	12%	11,9%

Main figures	2008	2009
The Register of Bankruptcies		
Proportion of electronic documents	47%	60,1%
Bankruptcies	3,598	4,985
Compulsory liquidations	1,160	1,490
New disqualification periods	317	364
The Register of Private Debt Amnesty		
Opened debt settlement proceedings	2,206	2,660
Debt settlements granted	1,983	1,991
Including:		
– voluntary	1,641	1,673
– compulsory	342	318
The National Fee Collection Office		
Registered execution proceedings	14,467	18,053
Compulsory sales real property	10,581	12,747
Distrain proceedings	68	62
The Norwegian Register of Hunters		
Registered Norwegian hunters	420,170	430,036
Norwegian hunters who have paid as of 31 December	194,499	194,459
The Central Marketing Exclusion Register		
Number of registered exclusions, total	1,739,282	1,825,137
Registered against phone advertising	1,732,860	1,820,655
Registered against mail advertising	976,153	1,027,635
Information provided		
– Calls taken – manual phone	485,481	509,290
– Information provided in writing	123,599	117,696
– On-line (transfer of data to users via distributors)	2,443,563	2,826,732
– Basic data via Web Services	12,929,393	23,638,567
Internet (all services)	49,012,311	66,768,088

REVENUES

	2008	2009
Note		
Service fees		
Registration		
The Register of Mortgaged Moveable Property/ The Register of Marriage Settlements	232,656,541	219,593,221
The Aquaculture Register	841,350	560,900
The Register of Business Enterprises	175,979,833	136,287,599
The Register of Non-Profit Organizations	0	3,787,750
TOTAL registration fees	409,477,724	360,229,470
Enforcement proceedings		
The National Fee Collection Office	62,305,813	83,272,180
Register information		
The Register of Mortgaged Moveable Property/ The Register of Marriage Settlements	1,283,245	1,014,495
The Register of Company Accounts	3,845,745	3,340,174
The Register of Business Enterprises	12,843,299	11,246,054
The Central Coordinating Register for Legal Entities	1,106,172	1,129,751
TOTAL information fees	19,078,461	16,730,474
TOTAL service fees paid	1 490,861,998	460,232,124

	2008	2009
Note		
Assignment revenue		
Basic reimbursements	4,986,332	5,463,820
Volume reimbursements	9,602,040	7,994,356
EBR revenues	294,493	203,495
The Central Marketing Exclusion Register	939,500	1,176,032
The accounts database	2,813,597	2,936,658
TOTAL assignment revenue - sales	18,635,962	17,774,361
Development and operations of databases/registers	14,678,825	14,369,160
Courses/training	1,268,294	647,881
AltBas	297,700	406,000
Collection activities	713,355	171,966
Consulting activities	26,459,625	5,175,319
TOTAL assignment revenues - reimbursements etc.	43,417,799	20,770,326
TOTAL assignment revenues the Brønnøysund Register Centre	2 62,053,761	38,544,687
Altinn - revenue/reimbursements	0	0
Altinn central administration	32,649,982	34,904,692

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 an agency like the Brønnøysund Register Centre.

NOTE 1 Service fees

The reduction in registration fees can be traced to the financial crisis. Fee revenues from the sale of information came to NOK 16.7 million (2008: 19.1). The total fees paid in 2009 amounted to NOK 460.2 million (2008: 490.9).

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 2009, such assignments generated revenues of NOK 17.8 million. The Brønnøysund Register Centre also generates assignment revenues in connection with developing and operating the Lottery Register, the Norwegian Register of Hunters and the Voluntary Register of Complementary Practitioners. This generated revenues in 2009 of NOK 20.8 million (2008: 43.4). The decline is due to changed accounting practices of in-house costs and revenues.

CONTACT INFORMATION

Organisation number +47 974 760 673

Telephones/Telefax

The Information Telephone +47 75 00 75 00

User support Altinn +47 75 00 60 00

The Narvik telephones +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
Teknologiveien 10, Narvik

Email firmapost@brreg.no
jegerregisteret@brreg.no

Internet www.brreg.no
www.altinn.no
www.bedin.no
www.bedriftshjelp.no