



Miljøansvar - i hele Norge

On the side of the environment

ELRETUR'S ENVIRONMENTAL REPORT 2009

INNHold

2 | Elretur turns 10! **3** | Elretur's administration and Board **4** | 10th anniversary celebration in Spikersuppa **6** | We throw WEEE right into the bin **8** | Distributors must store WEEE properly **10** | Enormous benefits from recovering WEEE **12** | Elretur's environmental award **14** | Operation Gadget **16** | Environmental toxins in WEEE **17** | Valuable metals in WEEE **18** | WEEE in the Storting **20** | Elretur's customers are on the side of the environment! **22** | From WEEE to secondary raw materials **24** | World Environment Day **26** | How can WEEE ensure there's a wedding? **28** | The take-back system **30** | WEEE world champions **31** | From collection to recovery 2009 **32** | Norwegian solution for reusing ICT hardware **34** | Skiers on the side of the environment **35** | Partners - collection and treatment 2009-2013

EDITOR: GURO KJØRSVIK HUSBY, MARKETING AND PR DIRECTOR, ELRETUR AS

Elretur turns 10!

2009 saw the celebration of Elretur's 10th anniversary. Celebrations were held in Trondheim, Bodø and Oslo in the spring. Scrapped small electronic appliances were collected in every city - it is still a challenge to get people to hand these in, even after 10 years. After analysing lots of spot checks from different refuse companies around the country, we know that each family throws away 5.5 kg of scrapped small electronic appliances with their ordinary household rubbish every year. This adds up to around 10,000 metric tons of small electronic appliances that are not caught by Elretur and our treatment and recovery processes. This is too much and we will continue to provide consumers with information in order to reduce this number.

Our collection and recovery results are described in detail later on in this year's Environmental Report. However, it is a pleasure to be able to report that our recovery rate now totals no less than 91 per cent. We are very proud of this!

WEEE (waste electrical and electronic equipment) gained a lot of attention in the media in 2009. It started with World Environment Day in June, which was marked by an event outside the Palace. HRH Princess Ingrid Alexandra joined in the celebrations and handed in what she had collected of WEEE for recovery at Elretur.

The Norwegian Broadcasting Cooperation (NRK) and the "Consumer Inspectors" broadcast a series of programmes on prime time TV in which they followed a mobile phone from cradle to grave. The last episode focused on the pollution of Asia and the theft of WEEE from distributors in Norway. After the series aired, the Norwegian Climate and Pollution Agency (KLIF) sent out a letter clarifying the obligations of distributors with respect to securing WEEE against theft.

Operation Gadget, which Elretur was an active participant in, also got a lot of coverage in the media. Many distributors joined in this community effort for the environment, which is described in more detail on page 14.

The final round of media coverage came in October 2009 when Elretur had collected our customers' market share of WEEE and thus fulfilled our environmental obligations with respect to the environmental authorities. We left it to our competitors to collect monitors and refrigeration appliances from 10 counties in Norway where we had already collected our share of WEEE. This generated a lot of attention. No other take-back companies drove to the most northerly counties in the country, or other places, to collect WEEE and nor did KLIF do anything to ensure they did. However, KLIF did subsequently announce a thorough review of take-back companies with respect to reporting routines, the geographic collection of WEEE, and the fulfilment of market share - something we in Elretur warmly welcome. At the time of writing, the challenges in relation to the geographic collection obligations remain unresolved. So far, Elretur is the only company that guarantees its customers it will collect WEEE from every county in the country, as the regulations oblige take-back companies to do.

Elretur protects our customers' brands and trademarks. Taking one's environmental responsibilities seriously is important today and will be even more important tomorrow!

Stig Ervik, Managing Director

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TRADE FOUNDATION

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ICT NORWAY

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AM HVITEVARER AS

Arve Aasmundseth
EDB BUSINESS PARTNER NORGE AS

Jan Fredrik Hagen
MOCCAMASTER SCANDINAVIA AS



10th anniversary celebration in Spikersuppa

2009 was a huge anniversary year for Elretur. The anniversary was celebrated in Oslo, Trondheim, and Bodø, where we arranged WEEE collection competitions between schools to see who could collect the most waste and events with Stian Barsnes Simonsen!

The celebration in Oslo took place in Spikersuppa - on World Environment Day. The Eco-agents' environmental parade saw 3,000 children and youngsters marching from outside the Palace down to Spikersuppa where they watched a show and an award ceremony, sang and had fun. Minister of the Environment Erik Solheim also joined us and created a nice atmosphere around Elretur's celebration of its 10 years of collecting, environmentally treating and recovering WEEE.





We throw WEEE right into the bin - without thinking of the consequences

Elretur AS conducted a survey in 2009 to see how many small electronic appliances are actually being thrown away with ordinary household waste. The results of the survey show that on average every household throws 5.5 kg of small electronic appliances away with ordinary household rubbish every year. Altogether this means that almost 10,000 metric tons of electrical and electronic waste is being thrown straight into the rubbish without undergoing the special treatment WEEE requires.

Stig Ervik, Elretur AS' Managing Director, was not pleased with the results.

"There are environmental toxins in all types of electrical and electronic waste, regardless of whether they are small electric games, light bulbs, pocket torches, PCs or refrigerators. It is Elretur's job to remove these environmental toxins from scrapped products before recovering the materials in the WEEE. When consumers throw electronics straight into the rubbish bin under the sink, we do not have a chance to environmentally treat the WEEE, which in turn results in environmental toxins ending up in the environment and ultimately hurting us. It is a pretty disturbing thought that as consumers we buy organic food for our children, workout three times a week for the health benefits, and last, but by no means least, worry about climate change - while at the same time we are throwing environmental toxins straight into the rubbish without thinking of the consequences!" says Stig Ervik of Elretur.

The survey shows that it is small electronic appliances such as battery operated games, cables and chargers, batteries and light bulbs that most often end up in ordinary household rubbish.

Norway has had a take-back system for the collection, environmental treatment, and recovery of WEEE for 10 years, and ever since the start Norway and Elretur have been the best in the world when it comes to the quantity of WEEE collected per capita.

"Even though we are the best nation in the world at collecting WEEE, this survey shows us that we have not yet achieved our goal," says Ervik. "5.5 kg of small electronic appliances per household in the rubbish every year, is 5.5 kg too much," points out Stig Ervik. He is determined that Elretur will continue to provide information about the dangers of throwing away small electronic appliances in the bin under the sink - while at the same time recovery opportunities relating to the same small electronic appliances will also be highlighted.





Distributors must store WEEE properly

At the end of 2009, the Climate and Pollution Agency (KLIF, formerly SFT) issued a clarification of that part of the regulations' text that deals with distributors' obligations pursuant to the Waste Regulations.

The clarification was issued because an increasing amount of electrical and electronic waste was being stolen from distributors' premises. There was a certain amount of WEEE theft from such collection points 5-7 years ago as well. Young boys, "computer nerds", who were often on the look out for used parts from old PCs so they could build their own computers, would root around in the cages and skips outside larger distributors and chains.

Today, it is no longer young computer nerds who are the problem. The problem now is organised crime and the illegal smuggling of WEEE out of the country.

Ellen Hambro, Director General of KLIF, said the following in a press release issued on 2 December 2009: "The storage method for WEEE shall not present a risk of pollution or damage to people or animals. This means distributors must store the waste in such a way that unauthorised persons cannot gain access to it. At the same time, the ability to reuse,

Photo: John Petter Reimerisen



recover and separate out components of the WEEE must not be reduced.

Please especially note that distributors have a responsibility to prevent WEEE from being stolen from collection points and KLIF has also announced that it will be carrying out inspections in 2010 precisely to ensure that this point is being complied with by distributors of electrical and electronic equipment. KLIF will also continue to work with Norwegian Customs and Excise to prevent the illegal export of environmentally hazardous waste out of Norway."

"When WEEE is exported illegally, environmentally proper treatment of the waste cannot be ensured. This can cause serious harm to the environment and health in the receiving country. It is therefore extremely important that Norwegian distributors ensure that the WEEE they receive is stored in a manner that ensures it is not stolen," says Director General Ellen Hambro of KLIF.

ELLEN HAMBRO, DIRECTOR GENERAL OF THE CLIMATE AND POLLUTION AGENCY



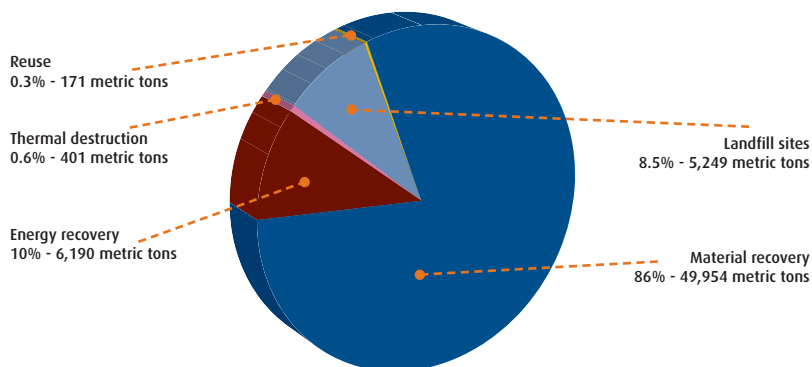
EXAMPLES OF INCORRECT WEEE STORAGE OUTSIDE DISTRIBUTORS OF ELECTRICAL PRODUCTS.





90 per cent recovered

Elretur's disposal of WEEE in 2009



Enormous benefits from recovering WEEE

The extraction of virgin materials from mines around the world is costly, both from a financial and from an environmental perspective.

Huge volumes have to be excavated and moved to get hold of metals through mining. Areas where mining takes place or has taken place are characterised by deep wounds in the landscape, and often the left over excavated materials have no use, meaning they are a waste fraction that needs to be transported away and disposed of.

The recovery industry has grown strongly due to both financial and environmental driving forces. A steadily increasing number of products are today produced from raw materials obtained from the recovery industry. Stoves from Jøtul are made from returned metals, as were the Olympic medals awarded at Vancouver. The metals recovered from WEEE are sold on the global market and used in the production of new products. TV glass from old CRT monitors are today used in the production of new TVs, and new areas are always being looked for in which the various residual fractions can be used. The recovery industry is an innovative one. The industry is constantly facing tougher financial requirements and stricter environ-

mental requirements, and is always having to renew itself and find good sales solutions for the WEEE it collects.

The primary material recovered from WEEE is metal. Thanks to rules peculiar to Norway concerning the treatment of plastic containing brominated flame retardants, a lot of plastic goes to energy recovery rather than material recovery. On the other hand, glass is turned into new glass products, copper wire into new copper wire, and gold into new gold. In 2009, Elretur recovered no less than 60 kg of gold from the WEEE it collected.

The metal market is global, both for virgin materials and for secondary (recovered) materials. As increasing quantities of WEEE are recovered, this helps reduce the number of metric tons of raw materials being extracted from mines. This results in less energy use and thus also reduces global emissions of climate gases. In other words, both the financial and the environmental driving forces in society are winners with material recovery.



WEEE Recycling wins Elretur's Environmental Award

Elretur established an environmental fund in 2009 as part of its celebrations of its 10th anniversary. Each year this will award a prize of NOK 500,000 to good environmental projects in the industry. The first prize was awarded to WEEE Recycling and its project for the automated treatment of LCD screens that prevents discharges of mercury.

Arve Aasmundseth, a member of Elretur AS' board, is the chairman of the jury that will each year award NOK 500,000 to good research and development projects related to Elretur's work.

"The waste industry is young and we believe there is a lot to be gained from systematic R&D work. If you search for research and returned electronics online, you will probably get very few hits. Elretur has established this award to stimulate R&D activity, so in a way it is more about awarding project funding than a prize in the sense of it being a reward," says Arve Aasmundseth.

"WEEE Recycling has come up with a good, future-oriented project that will benefit both the external environment and their employees' safety. In the space of about 3-5 years, a mountain of flat screens will start to be returned, and so far these have not been able to be produced without the use of a mercury component. As everyone knows, this is a hazardous environmental toxin and discharges of it need to be avoided at almost any cost. Developing a safe, automated method for recovering these screens is therefore an important project that contributes to a clean environment, and one which affects the

company's core activities," says Aasmundseth, who in his day job is the HSE Manager in EDB Business Partner. John Sunde, Managing Director of WEEE Recycling, was extremely pleased to have received Elretur's very first environmental award.

The Eco-agents also benefited from Elretur's environmental award. Heidi Neilson received NOK 50,000 from Elretur, earmarked for the Eco-agents' work during the Operation Gadget campaign in November 2009.





Fokus Bank

Kjøp av Danske Bank

Oslo 03.06.2009

Oslo 3. juni 2009

Etterlyst opplysninger hos norske kroner

firehundreogfemtifusent

WEEE Recycling AS

Underskrift

Elm

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Operation Gadget

Distributors of electrical equipment, supermarket chains, municipal and intermunicipal companies, schools, nursery schools, residents' associations, take-back companies, "Operation Dayswork" and the country's environmental authorities all took part in the great Operation Gadget campaign in November 2009. There were articles in newspapers, reports on TV and websites, scrapped electrical equipment collected in cities and in the country, mayors joined in and emptied drawers and cupboards - in short the whole of Norway learned that scrapped small electronic appliances should be handed in for environmental treatment and recovery.



Elretur was active during the whole project and worked hard to ensure that as many people as possible would take part in this community collection and information effort in 2009. Their efforts produced results: during the campaign 180 articles were recorded in the media, in addition to TV and radio reports! The municipal and intermunicipal refuse companies especially ensured local participation, and this always generates good media coverage.

A number of major distributors also took advantage of the campaign to inform the public that they accepted scrapped electrical

equipment via direct mail campaigns, posters in shops, and by putting out new collection equipment for small electronic appliances in their shops. A great effort!

A public survey was conducted after the Operation Gadget campaign which showed that no less than 1.6 million Norwegians had heard the message, and that is a great result.

The name also caught most people's attention - so there is definitely potential for new Operation Gadget campaigns in the future. The public survey also confirmed this. No less than

8 out of 10 respondents thought Operation Gadget should be repeated.

Because of the great feedback and the fact that we did not spend all of the resources set aside for the campaign, we will in connection with the clear up campaigns the country's refuse companies run almost every year run a "mini" Operation Gadget to remind people of the November campaign's message:

Everything that needs electricity or batteries to run should be handed in for environmental treatment and recovery.

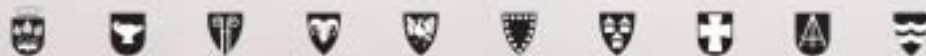
THE ELEPHANT FROM IVAR COULD BE SEEN ON BOARDS AND POSTERS DURING THE ENTIRE CAMPAIGN IN STAVANGER AND THE SURROUNDING AREA. THE CREATIVE FORCES BEHIND THIS WERE MELVÆR&LIEN.



**“Når en
duppeditt
dør, skal
du ta den
med dit den
ble født”**

(Gammelt ELefantordtak)

Elektriske duppeditter som ikke fungerer, kan leveres GRATIS til butikken eller gjenvinningsstasjonen. Kast dem aldri i søppeldunken. De inneholder miljøgifter. Duppeditter er alle de små tingene som bruker strøm eller batteri, for eksempel hårføner, mobiltelefoner, støvsugere, fjernkontroller, DVD-spillere, lyspærer og mye, mye mer. Mer info på www.ivar.no.



Environmental toxins in WEEE

The environmentally harmful substances in electrical products do not represent a hazard to us in our everyday lives. However, it is still the case that most of the scrapped electrical equipment Elretur collects contains components that contain what the Norwegian authorities classify as environmental toxins. Elretur removes things such as lead, mercury, PCBs and various types of brominated flame retardants from WEEE, as well as a number of other environmentally harmful substances.

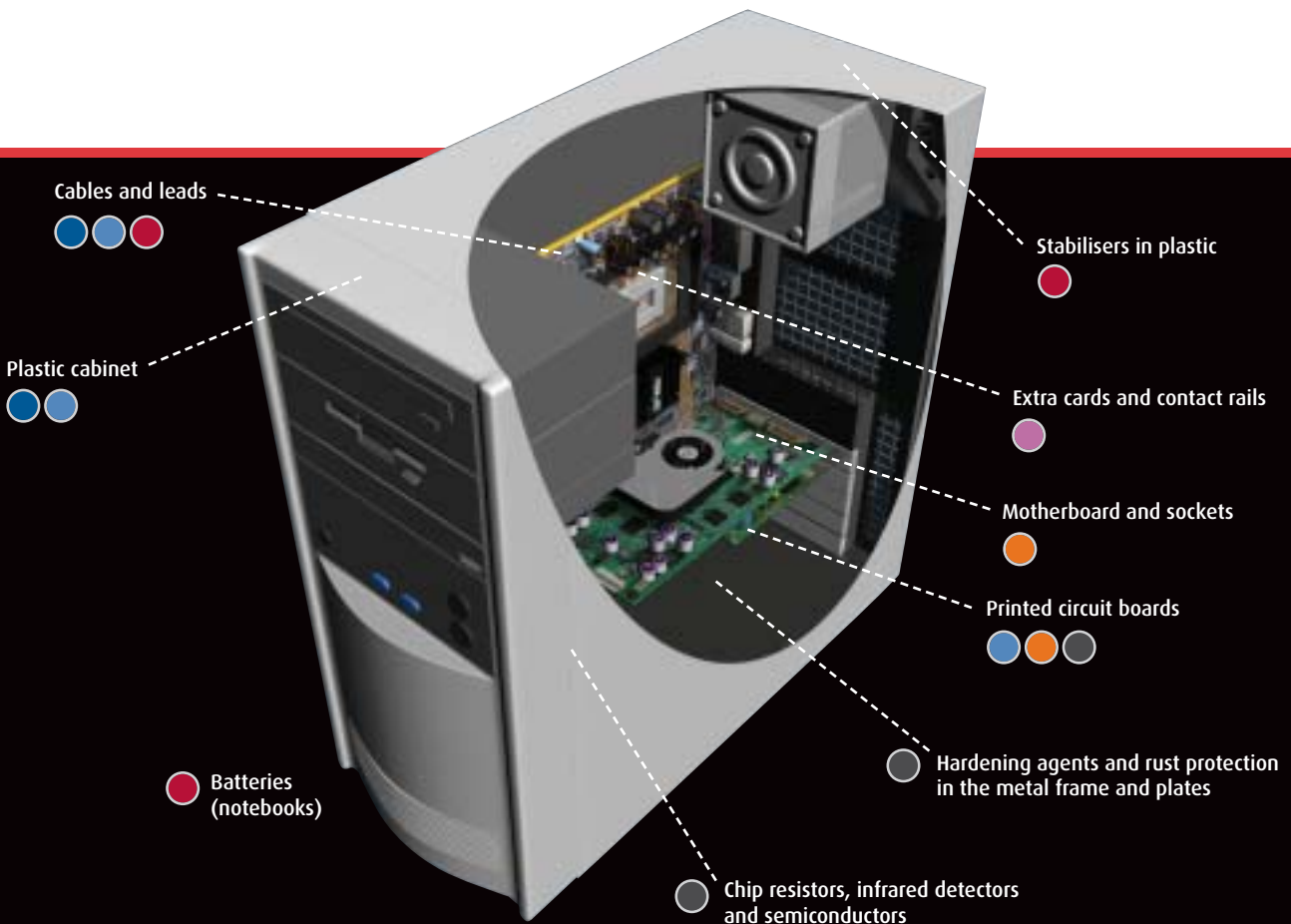
These substances do not represent a hazard to us when the electrical equipment is used normally. It is when the equipment is scrapped that it is important to treat them properly. One example that illustrates this is old CRT type TVs and computer screens. Cathode ray tubes in computer screens and old TVs may contain up to 4 kg of lead. This lead does not represent a hazard to the environment before the screens are scrapped. If a screen does not undergo proper environmental treatment by professionals

with the right equipment for such work, this could result in the lead poisoning the environment we live in - and thus ourselves.

We have produced illustrations to show where in a PC and a screen environmentally harmful substances can be found. The treatment operators Elretur uses to remove environmentally hazardous components from scrapped electrical equipment know exactly what they need to look for in the different equipment that

comes in as waste, and ensure that these are specially treated.

In 2009, Elretur removed almost 13,000 metric tons of environmentally hazardous components from the scrapped electrical equipment it collects. This amounts to more than 20% of the quantity of WEEE Elretur collected in 2009.



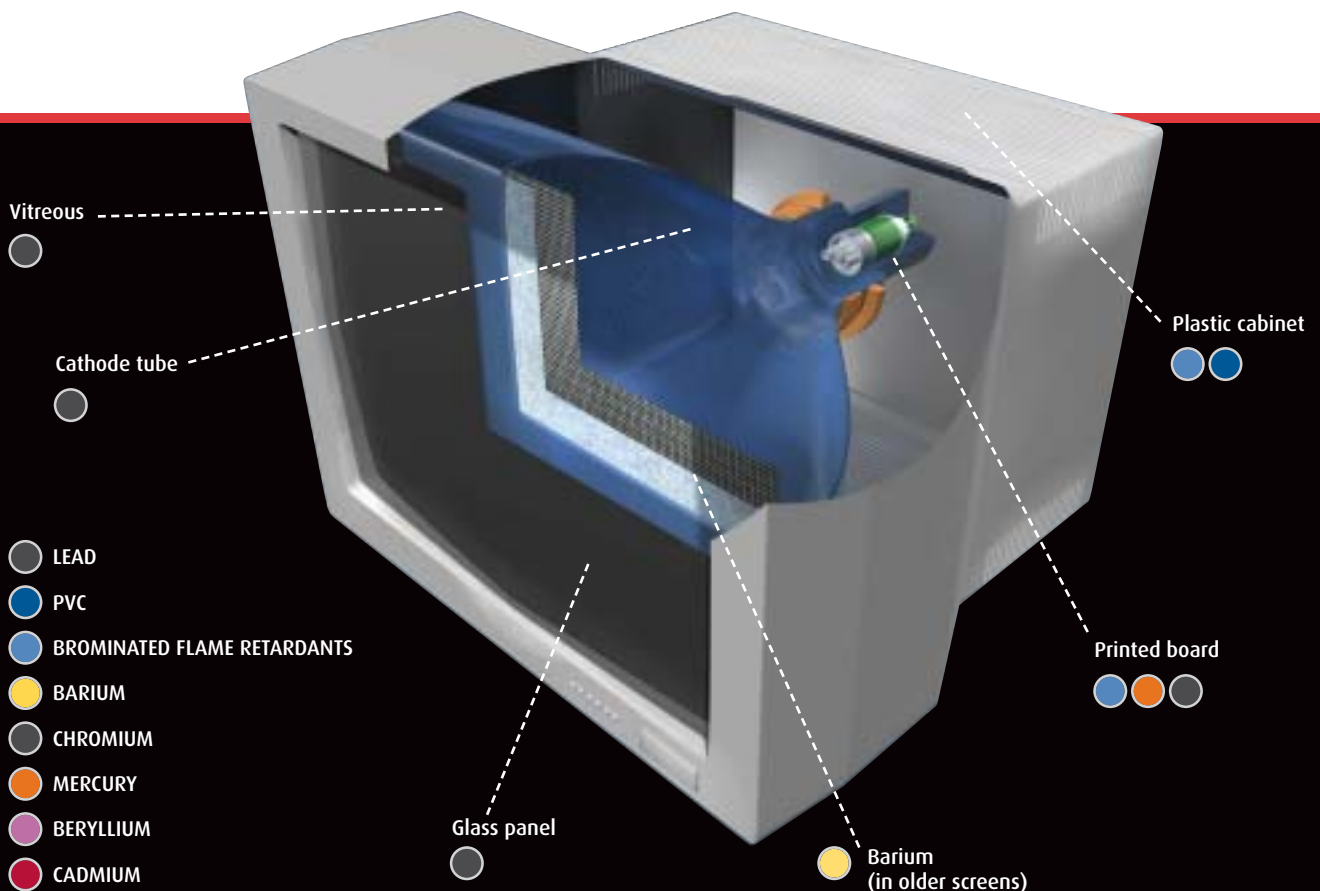
Valuable metals in WEEE

Gold, silver, palladium, aluminium and copper are all valuable metals that can be found in WEEE, especially in scrapped ICT hardware. 60 kg of gold were removed from the WEEE Elretur collected in 2009, primarily from scrapped ICT hardware.

Today, everyone understands that the growth of the consumer society and the subsequent increase in the use of resources will, among other things, lead to a scarcity of these metals. The copper scarcity that will occur in the next few years is already being talked about in the European recovery industry. This future lack of raw materials means that the work of utilising scrapped ICT hardware in the best possible manner in order to get as much metal out of these products will become increasingly important.

The climate aspect of recovering valuable metals from scrapped ICT hardware is also important. Compared with other metals, the amount of energy expended on producing primary copper is huge. For each kg of copper Elretur obtains from scrapped WEEE and recovers, a saving of 20 kg of CO₂ is achieved. Recovering WEEE thus makes a particularly effective contribution to countering the climate changes we face.

The work Elretur's treatment operators carry out with old PCs and chunky screens is very complex. The environmentally hazardous substances must be removed from the equipment and the valuable metals must be recovered. Two equally important jobs for the recovery industry that works with WEEE today.



WEEE in the Storting

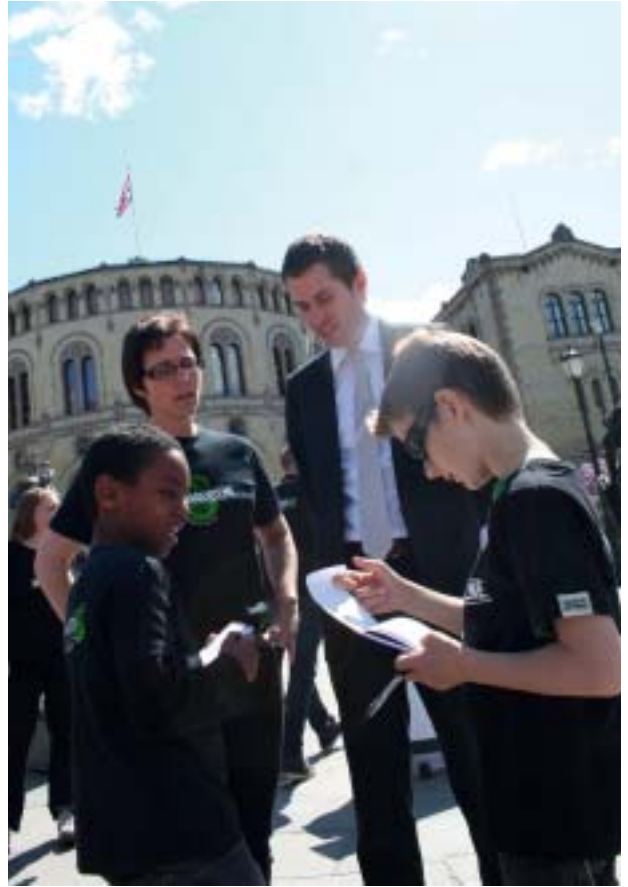
In May 2009, the entire Norwegian parliament, the Storting, was challenged by the Eco-agents to collect scrapped small electronic appliances. The various political parties competed against each other to see who was the best at spring cleaning and handing in their mobile phones, cables, toys, and everything else that does not work any more and which needs to be handed in for environmental treatment and recovery. The Socialist Left Party of Norway (SV) won. The Liberal Party and Progress Party did equally poorly.



HEIKKI HOLMÅS, DEPUTY LEADER OF SV, HAD TO ANSWER THE ECO-AGENTS' DEMANDING QUESTIONS ABOUT THE CLIMATE AND ENVIRONMENT.



THE CHRISTIAN DEMOCRATIC PARTY BROUGHT SEVERAL OLD MOBILE PHONES WITH THEM.



HEIDI NEILSON AND TWO ECO-AGENTS JOURNALISTS TESTED THE CONSERVATIVE PARTY SPOKESMAN'S KNOWLEDGE OF ENVIRONMENTAL POLICY.



ELRETUR'S MANAGING DIRECTOR STIG ERVIK TALKING TO THE LIBERAL PARTY'S TRINE SKEI GRANDE ABOUT RECOVERING WEEE.



COMPARING THE QUANTITIES COLLECTED BY SV AND THE LIBERAL PARTY.

Elretur's customers are on the side of the environment!

We in Elretur want to make our customers' lives as easy as possible. We guarantee we will fulfil the producer obligations of all those who either import or produce EEE (electrical and electronic equipment). We collect, environmentally treat, and recover WEEE from absolutely everywhere in Norway so that our customers can concentrate on their own core business, while we do what we do best. Elretur is always striving to be a better take-back company for its customers, and seeks to offer that little extra to everyone who today realises that a focus on the environment is necessary to succeed in the market.

Environmental accounts

Elretur publishes its own environmental accounts every year which show the footprint our customers leave, or ensure they do not leave, through Elretur's take-back activities. Collecting, environmentally treating and recovering WEEE saves the earth from the impact it would otherwise have to tolerate if the same amount of raw materials that are recovered were extracted as virgin materials.

Comprehensive responsibility

Elretur takes responsibility for all the types of WEEE described in the Waste Regulations. There is therefore no reason to use other take-back companies - Elretur covers everything.

Packaging

Through a collective agreement with Grønt Punkt Norge we ensure that our customers also take responsibility for the packaging their EEE is sold in. As a customer of Elretur you save money on packaging fees and at the same time do not have to report to Grønt Punkt (we do it for you).

Reuse of ICT hardware

PCretur is Elretur's own reuse and recovery service for ICT hardware. If you choose to use the Norwegian loop when your old ICT hardware is scrapped, Elretur and Alternativ Data guarantee that the ICT hardware will not leave Norway. It will first be reused in schools here in Norway, before being recovered at Elretur's treatment plants in Norway. Using PCretur avoids the problems related to the dumping of used ICT hardware in Africa and Asia.

Nordic environmental fees codes

Elretur works with its sister organisations in Denmark and Sweden, and is thus the only Norwegian take-back company that can offer common Nordic environmental fees codes to those of our customers who operate throughout the Nordic region.

Environmental certificates

All of Elretur's customers receive our environmental certificate once a year, which shows the customer, together with Elretur, is taking the environment seriously and helping to collect, properly environmentally treat and recover WEEE.



ELRETURS KUNDE: 20:20 Mobile Nordic AS | 2M Electronic | 3 Phase Measurements AS | 3M Norge AS | A Novo Norge AS | Aastra Telecom Norway AS | ABAS AS Cutrin Norge | Abilia AS | Abra Servicesystem AS | Acer Computer Norway AS | Acte AS | Actebis Computer AS | ADAPTOR AS | Adidas AG | Adimed AS | Agfa Graphics N.V. | Agfa Health Care N.V. | AH diagnostics AS | Akke-Bantex AS | AKS Inneledning AS | Akum AS | Akustikk AS | AKVA group Software AS | Alcatel AS | Alcatel-Lucent Norway AS | Alcon Norge AS | ALD Vacuum Technologies GmbH | Alessi S.p.A. | Alfa Dental Trondheim AS | Algol Pharma | Alternativ Data AS | Allbox AS | Alv Gjestvang Cutrin Norge AS | Amajo AS | AMON Norway AS | Amway Norge | Andersen & Berge AS | Andreas Ruud Eff. AS | Ansoeng GmbH | Apis Elektro AS | Apple Sales International | Appliance Norge AS | Applied Biosystems Europe BV | Aqva Nordic AS | Arctic Heating AS | Arctic Kulde Øst A/S | Arctic Spas Massasjebad AS | Arjo Scandinavia AS | Arrow Ecis Norge AS | Artihsi AS | Arvani Display AS | AS Christiania Glassmagasin | AS Jubilee | AS Nestle Norge Div. Nespresso | AS Norsk Dental Depot | AS Wifa | Ascum (Norway) AS | Ascot AS | Ascot Skio Hvitelærer AS | Astra Tech AS | AT&T global network | ATEA AS | Atea Logistics AB | Atea Norge AS | Atelier Gyldne Snittet AS | ATLAS COPCO TOOLS AS | Audio Aktoren | Audio Media | Audio Media Professional AS | Audio Video Grinstad AS | Audio-Technica | Audiocore AS | Audiofreaks | Audiovisuelt Distrib. Bodø AS | Aurora Group Norge AS | AutoHiFi AS | Automotive Services AS | Autronica Fire and Security AS | AV Concept | Avantis Distribution AS | Avaya Norway AS | AVDesign Lys Lyd Bilde AS | Avid Norway | Avikom AS | Avinor AS | Avnet Nortec AS | AVreInfo AS | AXXE AS | B-Varebutikken AS | B. Lie Agentur AS | B.Braun Medical AS | B.G. Audio Import AS | Bang & Olufsen AS | Bang & Olufsen Expansion AS | Bankenes Betalingsentral AS | Barcom Labelling AS | Bares Distribution AS | Bastian AS | Bausch & Lomb Nordic AB | Baxter AS | Baxter Healthcare S.A. | Bayer Diagnostics Europe Ltd. | BD Norge AS Med.tek.senter | Beach Mountain AS | Bedriftssystemer AS | Beha Elektro AS | BEHA Fabrikker AS | Beiersdorf AS | Belamarin AS | Belanor AS | Belco AS | Beltone Norge AS | Bema AS | Berendschlag AS | Bergman AS | Bergsala AS | Bieltuna Norge AS | Bioland AS | Bionor Laboratories AS | Black & Decker A/S | Black Brightpoint AS | Bleken Elektronikk AS | BMH AS | BO JO AS | Board & Skiteknikk AS | Bodø Brann & Flåteservice AS | Bonnier Publication Int | Bose Norge | Boston Distribution AS | Botneskilt AS | Braillo Norge AS | Bredegen AS | Brennes Agro AS | Brightpoint Norway AS | Brother Norge AS | BRP Norway AS | Brynet AS | Bryng Auto Custom | BSH Husholdningsapparater AS | Bwell AS | Bygg-Automasjon AS | Byggplast Båstutryk AS | Böhler Welding Group Norway AS | Bøve Service AS | Cafe Bar Norge AS | Cafe A/S | Camp Scandinavia AB | Canal Digital Kabel TV AS | Canal Digital Norge AS | Candy Hoover Oy | Canon Europa N.V. | Canon Norge AS | Capil-Lux Norway AS | Cardinal Trading AS | CAREO AS | CaridianBCT Europe N.V. | Carl F. Mykstad AS | Carrier Refrigeration Norway AS | Casio Europe GmbH | Catalina Spas Norge AS | Catena AS | Chiz Partner AS | CBK Telecom AS | Cegelec GmbH | Cellbes Postordre AS | Cerna Buedstad AS | CenCom AS | Cephalon Norge AS | checkpoint Metro Norge AS | Chi Kjøkkentutsty AS | Christiania Kaffebyggeri AS | Chrom AS | Cisco Systems International BV | Cisco Systems International BV | Clas Ohlson | Clear Channel Norge AS | Clear Water 42 AS | Coca Cola Driker AS | Colgate-Palmolive Norge AS | Com-Scan Norge A/S | Commax AS | Commercial Data Services AS | Commidt-Midt-Norge Komm. AS | Computer Rental Group AS | Computerlinks AS | Comway AS | Concept2 Norge | ConvaTec Norway AS | Coop Norge Handel AS | Copy Center AS | Cornelussen-Myhrvold Ind. AS | Cortado AS | Corus Bygg System AS | Covidien Norge AS | CRAFTEC AS | Gray Inc. | Cronograf AS | Crossroads Loyalty Solution AS | Dade Behring AS | Dako Norge | Danderyds Snickeri AB | Danmon Norge AS | Dansani AS | Dansk Erhvervs Telemark. APS | Danxk Norge AS | Data Equipment | Data Respons Norge AS | Data-Call AS | Datamatik AS | Datelco A/S | Daylight Produktreklame AS | Decora AS | Decora AS | Deltaserive Drammen AS | Deltaserive Oslo AS | Demostenes | Denomega Nutritional Oils | Dental Care AS | Dental Sor AS | Dental Sor Røntgen AS | DESTO AS | Det Norske Veritas AS | Det Norske Veritas Eiendom AS | Detec AS | Diacor AS | DIAGNOSTICA AS | Didt.Helm-Andersen AS | DigimEK DA | Dipl. Ing Høym AS | DNAH-Group AS | DNH AS Den Norske Høytalerfabrik | DNS Norway AS | Domicom Norway AS | Dominion Gass Norge NUF | Domstien Enghav Haugesund AS | DORO AB | Doro AS | Doro Nordic AB | DreamTM Norway | Drenge AS | Dresser Wayne AB | Dryppvanning AS | DSL Partner AS | Duet-Audio DA | Dustin Norway AS | DymBel AS | Dyson Scandinavia AS | E.ON ES Kraftmontasje AS | Eastman Kodak S&I | Eaton Power Quality Norge | EB Kontakt AS | ebrmpast AS | EC Partner AS | Ecomed Helseprodukt | Edan Produkter | EDBERGEN AS | Eden Springs (Norway) AS | Edvin Langørgen Cutrin Norge AS | Edwards Lifesciences AG | Edwards Lifesciences Nordic AB | EFG HOV+DOKKA | Egmont Serieroflag AS | Eico AS | Eidolon AS | Eivind H. Solberg AS | Electra-Box Diagnostica AS | Electrocompant AS | Electrolux Home Products AS | Electrolux Professional AS | Electromagnetic Geoservis. ASA | Electronics Boutique Norway AS | ELEFUNK AS | Elekta Instrument AB | Elektro Brukt AS | Elektroniske Betaling Systemer | Elektronix AS | Elektroskandia AS | Elescio Norge BA | Elpripe AS | Eltek Fire & Safety AS | Eltel Networks AS | EM Agenturer AS | EM Nordic AS | EMCOM AS | Emmegi Scandinavia Norw/Branc | EMO AS | ENCON AS | Endomed AS | ENEA AS | Energijevningsinnsatset Oslo | Enmark Meteor AS | Enjoy Sales AS | Enklere Liv AS | ENOR AS | ENRWA AS | Ergopulvs AS | Ericsson AS | Espresso Spesialisten AS | Esselte AS Norway | Estee Lauder Cosmetics AS | ETAC AS | Etcetera AS | Eufonia AS | Eureka Engros AS | EUROCOM AS | Eurocom Satellite Systems AS | Euronics Norge AS | Europris AS | Eurosko Gruppen AS | Evoline Norge AS | Expert Norge AS | Expo Service AS | Express Logistikkt Sverige NUF | EXCESS Ger Lund | Extra Film A/S | Extra Leker AS | F & H of Scandinavia AS | F. Dalene Gartneri AS | Fairpoint Outdoors AS | Fara ASA | Farco AS | Fast Food Service Norge AS | Fastems Oy AB | FEEDBACK AS | Fenner Scandinavia AB | Fenwal Europe SPRL Norge | Ferno Norden AS | Festmagasin Standard AS | Fibex AS | Finn Clausen Butikk & Restaurant | Fjellstrand AS | FLAA Music AB | Flebu International AS | Flexit AS | Fliskerud Frisørgenoss AS | Flisekompaniet AS | Flow-Teknikk AS | Fluke Norge AS | Focis Nordic Norway AS | Foss AS Fiberoptisk Systemslag | Fossil Norway AS | Foto Knudsen AS | Foto Photo AS | Fovi A/S, Pentax | Franke Norge AS | Freber Elektronikk AS | Frem AS | Fresh Norge AS | Frico AS | Friglogsk Nordic AS | Frigrotade AS | Frithjof E. Rasmussen AS | Fritz Hansen AS | Fugro Oceanoir AS | Fujitsu Technology Solutions A | Furuno Norge AS | Furuset Distribusjon AS | Futur AS | G.P. Storkjøkken | Gambro Norge NUF | Game Stores Group Norway NUF | Gastropartner AS | GE | Gea-Healthcare CL.Sy.Norway AS | GE Healthcare GmbH, filial Norge | GE Vingmed Ultrasound AS | GEAPP AS | Geberit AS | Gemalto Norge AS | Gemsys AS | General Electric | Geo Instrument Service AS | Georg A. Torp AS | GEORG-PHILIC Nordic | Gerdmans Inneledinger AS | Get a.s. | Getel AS | Getinge Norge AS | Gewa AS | ghd Scandinavia | Gigaset Communicat. Sweden AB | Gina Tricot | Gisle Krigsvoll AS | Globaltek Norge AS | Globe International AS | GN ReSound | Gohn Systemoppvask AS | Gorenje AS | Gram Commercial | Gram Norge AS | GRG Macab AS | Grohe AS | Gruppe SEB Norge A/S | Grundig Norge AS | Grunvi Games AS | Gulmøen og Engh AS | Gunnebo Nordic AS | Gunnebo troax AS | Gustav Pedersen AS | GYM2000 AS | Gylmine AS | Gate Lundblad AS | H Ødegaard & Co. AS | H.Kleiser AS | Hadeland Produkter AS | Halaas og Mohn AS FRAMO | Hand-Pro AS | Handicare AS | Hands ASA | Hans H. Schive | Harald Thorsen Cutrin Norge AS | Harman/Neby AS | Hasbro Norway AS, filial av LTD | Haugen-Gruppen AS | Haugesund Storkjøkken AS | Havbruksinstituttet AS | HCAG AS (H.C. Andersen Group) | Heath Com AS | Heco Laboratorietstyr AS | Helge Rosenlund Cutrin Norge AS | Helse Bergen HF | Hennig-Olsen IS A/S | HEPRO AS | Heras Norge AS | Hi-Fi Center A/S | Hi-Fi Klubben AS | Hi-Fi Kristiansand AS | Hi-Fi Spesialisten AS | Hi-Fi Ålesund AS | HiFi-Guiden AS | Hitachi Data Systems AS | Hitachi Europe AB, Norwegen | Hitachi Europe Ltd. | Hjelpemiddel-Levrandører AS | Hjelpemiddelspesialisten AS | Hobboco AS | Hobbysport AS | Holst & Fleischer AS | Holund Elektronikk AS | Home Appliance Nordic AS | Home Design AS | Homekit | Horten Sykkelsport AS | Howard AS | HTH koken AS | Hund-1 DA | Hunter Douglas Norge AS | Hybeko-Forland AS | Hydac AS | Hytteforret AS | Håstens Sager Tilvirkning AS | I can Norway | IBM AS | IBM AS (IMPL (BV) | IBM AS (InfoPrint Int.) | Ibsen Studio Distribution | ICA Norge AS | ICAS AS | ICE Audio AS | ICE Norge AS | ICT-Auction AS | ICU Scandinavia AB | ID Musikk AS | IDE House of Brands | IFE Bulk Handling AS | Ifo Electric AS | IKM Instrutek AS | IKM Testing AS | Inesdit Company Norge AS | Industriebhov Molde AS | Infiniti Medical AS | Infocare Norge AS | Infocore Norge AS | Infogroup AS | Ing. A.H. Feragen | Ingeniørfirma Knut J. Bø AS | Ingram Micro AS | Inneklimateknikk A/S | INNOVA AS | Institutt for Energetikk | Intelcom Norge AS | Inteno Broadband Techn. AS | Inter Instrument AS | Inter Sew Norge AS | Inter-Gastro AS | Interconnect AS | Interfoto AS | Intra AS | Invacare International SARL | Inventum Scandinavia AS | Invision AS | IPNett AS | IPISO Norge AS | Isachen Tech. & Art Design AS | ISAS B.V. c/o IBM | Intermec Technologies AS | IZIOPT AS | Jacobsen Dental AS | Jamo Engros AS | Jan F. Andersen AS | Japan Crane Norge | Johnson & Johnson Norway | Jostein Stromme AS | Jotron AS | JVC Norge AS | JVC Norge AS | Kaffehuset Friele AS | Kaffe knappen Norge AS | Kasse og Butikkdata AS | Keis AS | Kelvin AS | dal AS | Kjaerulf 1 AS | Kjell Stenvik AS | Kjettingfabrikken AS | Klima- & Varmeteknikk AS | Klubben AS Buss.Sol.Norway | Kontorrama AS | Kontrapunkt AS | Kran Elektro Service AS | Kristiansand Havn KF | Kärcher AB | LEASY AS NUF | L.Sound AS | Labrum AS | Laerdal Medical AS | Lanse 3-Play AS | Last Lervig Aktiebyggeri AS | Leteng AS | Lexmark Norge | LG Electronics Nordic | LG Electronics Norway AS Retail Systems AS | Linde AG NUF | LiveCom Europe AS | Ljudia Norge | Ljungmann Engros AS | Loginor Elektron Optikk AS | Lyd & Lys Produksjoner DA | Lyd Systemer AS | Lydtronk AS | Lydromkem AS | Lys Produksjon AS | Læremiddel Norge AS | Machine Products AS | Macronova AS | Maerz Offenbau AG Norge AS | Mare Safety AS | Marius Musikk AS | Mark Information Norge NUF | MARTENA AB | Maskin Man-Manus AS | Maxi Import AS | Maxisat Ans | MDS Norge AS | Mebi AAS | Meca Norway AS | Med Mediplast AS | Mediq Norge AS | Medirad Scandinavia AS | Medisan AS | Medisinsk Req.og Analyse AS Messteh AS | Metric Industrial AS | Micanor AS | Micki Leksaker AB | Microgenics GmbH | Micros Fidelio inavia | Mitab i Fetsbacka AB | Mobeitech AS | Modum System AS | Mollit Group AS | Moltech Norge AS MultiQ AS | Music Retail Norway AS | MyChoice AS | Mye Moro AS | Myhrvold Storkjøkken AS | Mylius tilst Sport AS | NCR Norge AS | Neby HiFi Concept AS | Neonekrleme ANS | Neopost Norge AS | Nera Nettonnet NUF | NetTec AS | Netthandelen Norge AS | NEU Norsks Eksport Utvikling AS | New Wave Nikon Nordic AB NUF | Nilfisk-Advance AS | Nilson Group AB filial Norge | Nilson Group AS | Niscayah AS | NiSeC AS | Nitec AS | nLogic AS | Noby AS | Nordland Engros A/S | Nokia Corporation NUF | Nokia Norway AS | Nokia Siemens Networks Oy | Nor Inneledning AS | NOR-DAX AS | Norauraton AS | Norbortech AS | Nord Energi AS | Nord teledistribusjon AS | Nordby & Co AS | Nordex Energy GmbH | Nordic Arena AS | Nordic Blue AS | Nordic Fitness AS | Nordic Medical Supply AS | Nordisk Film AS | Nordisk Film AS | Nordisk Film AS | Nordisk Film Distribusjon AS | Nordisk Mobiltelefon AS | Nordisk Profil AS | Nordisk Varo AS | Nordisk Verne Sanitær AS | Nordverk Norge AS | Norengros AS | Norges Statsbaner AS | Norgesgruppen Data AS | Norlid AS | Normann Etek AS | Normeca AS | Normed AS | Norpe AS | Norse Cutting & Aband.Norway AS | Norse Cutting & Abandment AS | Norsk Audio Teknikk AS | Norsk Audio teknikk AS | Norsk Chokolade Import | Norsk Fitness AS | Norsk Hjelpemid. Med-Kjemi AS | Norsk Hjelpemiddel-service AS | Norsk Lydteknikk AS | Norsk Musikk Distribution AS | Norsk Musikkimport AS | Norsk Tid AS | Norsk Tipping AS | Norstar AS | Nortema AS | Nortetapi AS | Northrop Comm.Park Air Syst. A | Nortime AS | Nortura BA | Norwegian Cust. Media Solut AS | Norwegian Modellers AS | Norwegian Toy Import AS | Notodden Energi AS | Novema Aggregator AS | NSE AS | NSN Finland Oy | Nutricia Norway AS | Nygaard Trading AS | Nytt & Nyttig AS | Nøttekongen AS | O.J. Dahl | Oberthur Tech. Norway/Norway AS | Oberthur Technologies Norway AS | OBH Nordic Norway AS | Océ-Norge AS | Oceaneering AS | Offitac AS | OKI Systems (Norway) AS | OKI Systems(Sweden) AB | Olympus Norge AS | OneMed AS | Opsahl Engros AS | Optical Storage AS | Optimize AS | Optura AS | OrtoMedica AS | Os Id as. | Osjord AS | Oslo Audio AS | Oslo Lufthavn AS | Osnes Nordic Group AS | OTERA XP AS | Oticon AS | Otrum ASA | Ovesco AS | Oy Vestel Scandinavia AB | P&G Prestige & Prof./Wella AB | Pan Vision Norge AS | Panasonic Norge Branch of Pana | Panorama AS | Papirkompaniet AS | Pauer & Pedter Ottosen AB | PayEx Retail AS | PeBE Com AS | Pergo AS | Pergo Europa | PerkinElmer Norge AS | Permobil AS | PetroOnline AS | PF Clipper Concept AS | Philips Consumer | Philips Norge AS | Phnok AS | Pioneer Norge AS | Pitney Bowes Norge AS | Pjasa-Service AS | Plater-Beregninger-Maskiner AS | Polarbad Bergen AS | Polarbad Vest AS | Polaris Electronics Norge AS | Polysyn Norge AS | Posten Norge AS | Postrom Maskiner AS | Predata Audiovisuelt AS | Premiere Produkter AS | Presentations Data AS | Procter & Gamble Norge AS | Procter & Gamble Norge AS | Procter & Gamble Sverige AB | Product Line AS | Profpartner AS | Profil-Data AS | Profitek AS | Projectiondesign AS | Prolody AS | Pronav AS | Profex AS | PSI Systems AS | PSS-Profess. Sound Systems AS | Puls AS | Q-Free ASA | Quality Spas Nordic AS | R. Kjonings Cutrin Norge AS | Racom AS | Radio Communication Systems AS | Radio Televisjon AS | Rational Norge AS | Redcats AS | Rema Trading AS | ResMed Norway AS | Reuro AS | Rex Coplyline Norge AS | Rich. Andvord AS | Richo Norge AS | Rikall Norge AS | Riktige Leker a.s. | Robert Bosch AS | Rodestock Norge AS | Roderick | Jabb A/S | Rohde & Schwarz Norge AS | Roland Scandinavia | Rolf Davidson Helseagent. AS | Roma Mineralvannfabrik | Rosenheim Electronics AS | Rosings' Industrier AS | Ruukki Norge AS | Rydens AS | Roza Gjerdefabrik AS | Roros Metall AS | Sako Motor AS | Safeelit AS | Sagem Comm.Nordic AB, Norway | Salongutstyr AS | Samsung Electronics Nordic AB | Sandvik AS | Sanyo Massasje | Sarstedt AS | Sato Norge NUF - Luit | SC Johnson Norway AS | SCA Hygiene Products AS | Scan Coin AS | Scan-Med AS | Scan-Tech AS | Scandec Systemer AS | Scandiamifilm AS | Scandinavian Appliance AS | Scandinavian Home Products AS | Scandinavian Technology AS | Scanditoy AS | Scanmatic AS | Scanomat Filial | Scanor AS | ScanSecure AS | Schibsted Trykk AS | Schlumberger Information Techn | Schlumberger Norge AS | Schott Tformlost AS | Sea Tel Europe | Selecta AS | Selection AS | Selek Norge AS | Senheiser Nordic | Servicon AS | Sharp Electronics Norge | SHOE-D-VISION Norge AS | Siba Norge, Filial Av Siba AB | Siedle Nordic, avd. Norge | Siemens Healthcare Diagnostics | Siemens Høreapparater AS | Siemens Medical Solo.Diagn. AS | SIGNCOM AS | SILICON GRAPHICS AS | Silva Norge AS | Simba-Dickie Norge AS | Sipano Norge A/S | Siv. ing. Bemum AS | Sivning, Njål Hansson AS | skandinavisk Elektronikk AS | Skeikampen Alpinsenter AS | Skin Medical Scandinavia AS | Skistad Elektroautomasjon AS | SM Produkter AS | Smart Club AS | Smith & Nephew AS | Smith Stål Øst AS | SMS Development & Support AS | Snøgg AS | SOKO AS | Sole AS | Sony Norge | Sophus Clausen AS | Sorin Group Norway AS | Soundgadgen AS | SpareBank 1 Finans Nord-Norge | SpareTech/Masaud | Spatec Norge AS | Sport Supply Int. AS | Stabburusbua AS | Staples Nordic AS | Stauba Elektro-Maskin AS | STAY AS | Steria AS. Regnskapsavd. | Sting Nordic AS | Strekmenn AS | Stryker Norge NUF | Stromberg Distribusjon AS | Studiosystem AS | STX Norway Elektro | Stålprofil AS | Sun Microsystems AS | Sun Microsystems Glob.Serv.BV | Sunbelt Massasjebad Norge | Sunrise Medical AS | SVAS svalland as | Svedbergs | Dalstorp AB | Swedish Match Norge AS | Syberg VVS AS | Syn- Support AS | Søsenteret AS | T & T Nordic AS | T. Aa. Import AS | T. Myhrvold AS | Tagarno Norge AS | Tandberg Telecom AS | Tante Norge AS | Target United AS | Tech Data Norge AS | Techno Scan AS | Technoblock Norge AS | Technomedics Norge AS | Technonic Industries Norway A/S | Teknisk Vacuum Elektrisk | Teknotherm Industri AS | Tekon AS | Tele Scan AS | Tele Textiles AS | Teleafast AS | Telefonelskapet AS | Telenor AS | Telenor Norge AS | Telenor Telehuset AS | Telerang AS | Telltronik AS | Temperato EspressoMaskiner AS | Temptech AS | Tempus AS | Tendenz Hårpleie AS | Teradota Norge AS | Terumo Sweden AB | TESS engros as | Test customer abroad | Testkunde miljøbygger innland | Thales Norway AS | Thales Import AS | The Swatch Group Nordic | Thermo Scandinavia AS | Thermo Control AS | Thermo King Norge A/S | Thomas Hill AS | Thomas Strømmen AS | Thomee Norge AS | Thomson Multimedia Sales Europe | Thomson Multimedia Scandinavia | Thomn Norge AS | Tjostølvsen AS | TK-Tech.Timo Kananen | To - Be - More AS | Tomra Butikksystemer AS | Tomra Production AS | Tomra Systems ASA | TomTom Sales B.V. | TOP-TOY AS | Top-Toy Norge AS | Topcom Nordic AS | Torgers S. Iversen AS | Torshov Bilrekvisita AS | Toshiba Tec.Nordic AB, Norge | Transport Data System AS | Trias AS | Trimag AS | Trimmak AS | Trioweb DA | Tromas AS | Tryland Teknikke | TSG & Sales AS | TT Microtrading AS | Tura Scandinavia AB | Umei IKT AS | Umeo itet | Umeo Mandal AS | Underholdningservice AS | Unisys Norge AS | Universitetet i Tromsø | v.a.r.m.a.s | Variant VVS Norge AS | Varjo Sport AS | VARMEGROS AS | Varodd AS | Varfa Consumer Batteries AS | Varta Remington Rayon Norway AS | Vela AS | Velvære-Grossisten AS | Vendomatic AS | Vensafe ASA | Ventelo Networks AS | Verdipapiranalisen ASA | Vest-Kjøli AS | Vestfold Audio AS | Vestfold Landbruk AS | VHF Communication AS | Viasat AS | vibe-eye Train | Vico Norway AS | Video System AS | Viken Fibernet AS | Vingmed AS | VIP Domotek Norge | Vizada AS | Vizada V5AT AS | VN Leker AS | VS-Safety AS | VSM Norge AS | Waterlogic Scandinavia AS | Waters AS Norge | Watski AS | Wave Technologies AS | Weber-Stephen Nordic | WEEE Recycling AS | Weiss AS | Western Geco AS | Weston AS | Whirlpool Nordic AB NUF | Whirlpool Nordic Oy | Whirlpool Norge AS | Wimpel AS | Wincor Nixdorf AS | Windata AS | Winner International AS | Witre AS | WJ Business Partner | Xerox AS | Xerox Ltd. | XXL Grossist Norge AS | XXL Sport & Villmark AS | Yamaha Motor Scand.AB, NUF | Yamaha Scandinavia AB NUF | Yit AS | Zentel Norway AS | Zentel Wireless Norway AS | ZetaDisplay AS | Zinzino AS | Zodiac Norge AS | ZTE Corporation | ZTE Norway AS | Zublin Scandinavia NUF | Zyxel Communication | Ørebro Rehabilitering AS | Åsane Flis & Guly AS |



ISDALEN AS | IT Instrument Teknikk AS | IT Lösninger no.as | IT Partner Møre AS | Italian Design AS | ITC, Photo Holding Norge AS | JCK Nordic AS | JEDE AB NUF | Jete Norge A/S | Jernia AS | Jevanord AS | JVC Professional Europe NUF | jærkilling AS | Jørgen Gustavsen daCapo Hi-Fi | Jutul AS | Kramold AS | Kemetyl Norge AS | ken-Nimo AS | Kervel Fabrikken AS | KIBI Norge AS | King Food AS | Kitron Arem-KM Electronics AS | Kodak Norge AS | Kodak SA/NV | Kolaf Norge AS | KOMPLETT AS | Konica Minolta Kruuse Norge AS | Kvalsvik Produksjon | Kyocera Mita Norge NUF | Kyosho Norway AS | Kahrs Norge AS Mile Communication AS | Lektoral AS | Led-Lys AS | Legu Norge AS | Lenovo Technology B.V | LIC Scadenta AS | Lier Fibernet | Lilleborg AS | Lindbak Distribusjon AS | Lindbak Gruppen AS | Lindbak AS | Logitech Europe S.A. | LOOMIS Norge AS | Lubeco AS | Luthman Norway AS | Lux Norge AS | LVI Lyreco Norge AS | Lys & AV-Teknikk AS | LysE Elnett AS | LysE Løket AS | LysE Infra AS | LysE Neo AS | | Magnar Eikeland AS | Mandk veveri AS | Mantena AS | Maquet Nordic Norway | Marché Restaurants 24 AS | Matic Maskiner AS | Matrics AS | Mattel North. Europe AS Norway | Max Johnson's Effit A/S | Medema AS | Medema-gruppen AS | Media Components EMCOM ASFtech | Medix24 AS | Medinor ASA | Medistim Kirop AS | MEDIT AS | Medtronic Norge AS | Medus AS | Merivaara AS | Merx Team AS | Norway AS | Microsoft Ireland Operat. Ltd. | Mjole AS | Miljo Engros AS | Minera Norge AS | Mirka Scan | Monacor Norge | Monier AS | Mono AS | Morgan Instrument Norge AS | Multi Dynamic Systems ANS | Designs AS (M Design AS | Mytra AS | Mølnycke Health Care AS | National Insintur.Europe Corp | Nau-Networks AS | Nespresso Norge | Net El Torget AS | NetCom AS | Netel AS | NetNordic Holding AS | Norway AS | Newell Rubbermaid Danmark AS | NHS Transmisjoner AS | NIBU AS | Nikken Norge AS | Noby AS | Nordland Engros A/S | Nokia Corporation NUF | Nokia Norway AS | Nokia Siemens Networks Oy | Nor Inneledning AS | NOR-DAX AS | Norauraton AS | Norbortech AS | Nord Energi AS | Nord teledistribusjon AS | Nordby & Co AS | Nordex Energy GmbH | Nordic Arena AS | Nordic Blue AS | Nordic Fitness AS | Nordic Medical Supply AS | Nordisk Film AS | Nordisk Film AS | Nordisk Film AS | Nordisk Mobiltelefon AS | Nordisk Profil AS | Nordisk Varo AS | Nordisk Verne Sanitær AS | Nordverk Norge AS | Norengros AS | Norges Statsbaner AS | Norgesgruppen Data AS | Norlid AS | Normann Etek AS | Normeca AS | Normed AS | Norpe AS | Norse Cutting & Aband.Norway AS | Norse Cutting & Abandment AS | Norsk Audio Teknikk AS | Norsk Audio teknikk AS | Norsk Chokolade Import | Norsk Fitness AS | Norsk Hjelpemid. Med-Kjemi AS | Norsk Hjelpemiddel-service AS | Norsk Lydteknikk AS | Norsk Musikk Distribution AS | Norsk Musikkimport AS | Norsk Tid AS | Norsk Tipping AS | Norstar AS | Nortema AS | Nortetapi AS | Northrop Comm.Park Air Syst. A | Nortime AS | Nortura BA | Norwegian Cust. Media Solut AS | Norwegian Modellers AS | Norwegian Toy Import AS | Notodden Energi AS | Novema Aggregator AS | NSE AS | NSN Finland Oy | Nutricia Norway AS | Nygaard Trading AS | Nytt & Nyttig AS | Nøttekongen AS | O.J. Dahl | Oberthur Tech. Norway/Norway AS | Oberthur Technologies Norway AS | OBH Nordic Norway AS | Océ-Norge AS | Oceaneering AS | Offitac AS | OKI Systems (Norway) AS | OKI Systems(Sweden) AB | Olympus Norge AS | OneMed AS | Opsahl Engros AS | Optical Storage AS | Optimize AS | Optura AS | OrtoMedica AS | Os Id as. | Osjord AS | Oslo Audio AS | Oslo Lufthavn AS | Osnes Nordic Group AS | OTERA XP AS | Oticon AS | Otrum ASA | Ovesco AS | Oy Vestel Scandinavia AB | P&G Prestige & Prof./Wella AB | Pan Vision Norge AS | Panasonic Norge Branch of Pana | Panorama AS | Papirkompaniet AS | Pauer & Pedter Ottosen AB | PayEx Retail AS | PeBE Com AS | Pergo AS | Pergo Europa | PerkinElmer Norge AS | Permobil AS | PetroOnline AS | PF Clipper Concept AS | Philips Consumer | Philips Norge AS | Phnok AS | Pioneer Norge AS | Pitney Bowes Norge AS | Pjasa-Service AS | Plater-Beregninger-Maskiner AS | Polarbad Bergen AS | Polarbad Vest AS | Polaris Electronics Norge AS | Polysyn Norge AS | Posten Norge AS | Postrom Maskiner AS | Predata Audiovisuelt AS | Premiere Produkter AS | Presentations Data AS | Procter & Gamble Norge AS | Procter & Gamble Norge AS | Procter & Gamble Sverige AB | Product Line AS | Profpartner AS | Profil-Data AS | Profitek AS | Projectiondesign AS | Prolody AS | Pronav AS | Profex AS | PSI Systems AS | PSS-Profess. Sound Systems AS | Puls AS | Q-Free ASA | Quality Spas Nordic AS | R. Kjonings Cutrin Norge AS | Racom AS | Radio Communication Systems AS | Radio Televisjon AS | Rational Norge AS | Redcats AS | Rema Trading AS | ResMed Norway AS | Reuro AS | Rex Coplyline Norge AS | Rich. Andvord AS | Richo Norge AS | Rikall Norge AS | Riktige Leker a.s. | Robert Bosch AS | Rodestock Norge AS | Roderick | Jabb A/S | Rohde & Schwarz Norge AS | Roland Scandinavia | Rolf Davidson Helseagent. AS | Roma Mineralvannfabrik | Rosenheim Electronics AS | Rosings' Industrier AS | Ruukki Norge AS | Rydens AS | Roza Gjerdefabrik AS | Roros Metall AS | Sako Motor AS | Safeelit AS | Sagem Comm.Nordic AB, Norway | Salongutstyr AS | Samsung Electronics Nordic AB | Sandvik AS | Sanyo Massasje | Sarstedt AS | Sato Norge NUF - Luit | SC Johnson Norway AS | SCA Hygiene Products AS | Scan Coin AS | Scan-Med AS | Scan-Tech AS | Scandec Systemer AS | Scandiamifilm AS | Scandinavian Appliance AS | Scandinavian Home Products AS | Scandinavian Technology AS | Scanditoy AS | Scanmatic AS | Scanomat Filial | Scanor AS | ScanSecure AS | Schibsted Trykk AS | Schlumberger Information Techn | Schlumberger Norge AS | Schott Tformlost AS | Sea Tel Europe | Selecta AS | Selection AS | Selek Norge AS | Senheiser Nordic | Servicon AS | Sharp Electronics Norge | SHOE-D-VISION Norge AS | Siba Norge, Filial Av Siba AB | Siedle Nordic, avd. Norge | Siemens Healthcare Diagnostics | Siemens Høreapparater AS | Siemens Medical Solo.Diagn. AS | SIGNCOM AS | SILICON GRAPHICS AS | Silva Norge AS | Simba-Dickie Norge AS | Sipano Norge A/S | Siv. ing. Bemum AS | Sivning, Njål Hansson AS | skandinavisk Elektronikk AS | Skeikampen Alpinsenter AS | Skin Medical Scandinavia AS | Skistad Elektroautomasjon AS | SM Produkter AS | Smart Club AS | Smith & Nephew AS | Smith Stål Øst AS | SMS Development & Support AS | Snøgg AS | SOKO AS | Sole AS | Sony Norge | Sophus Clausen AS | Sorin Group Norway AS | Soundgadgen AS | SpareBank 1 Finans Nord-Norge | SpareTech/Masaud | Spatec Norge AS | Sport Supply Int. AS | Stabburusbua AS | Staples Nordic AS | Stauba Elektro-Maskin AS | STAY AS | Steria AS. Regnskapsavd. | Sting Nordic AS | Strekmenn AS | Stryker Norge NUF | Stromberg Distribusjon AS | Studiosystem AS | STX Norway Elektro | Stålprofil AS | Sun Microsystems AS | Sun Microsystems Glob.Serv.BV | Sunbelt Massasjebad Norge | Sunrise Medical AS | SVAS svalland as | Svedbergs | Dalstorp AB | Swedish Match Norge AS | Syberg VVS AS | Syn- Support AS | Søsenteret AS | T & T Nordic AS | T. Aa. Import AS | T. Myhrvold AS | Tagarno Norge AS | Tandberg Telecom AS | Tante Norge AS | Target United AS | Tech Data Norge AS | Techno Scan AS | Technoblock Norge AS | Technomedics Norge AS | Technonic Industries Norway A/S | Teknisk Vacuum Elektrisk | Teknotherm Industri AS | Tekon AS | Tele Scan AS | Tele Textiles AS | Teleafast AS | Telefonelskapet AS | Telenor AS | Telenor Norge AS | Telenor Telehuset AS | Telerang AS | Telltronik AS | Temperato EspressoMaskiner AS | Temptech AS | Tempus AS | Tendenz Hårpleie AS | Teradota Norge AS | Terumo Sweden AB | TESS engros as | Test customer abroad | Testkunde miljøbygger innland | Thales Norway AS | Thales Import AS | The Swatch Group Nordic | Thermo Scandinavia AS | Thermo Control AS | Thermo King Norge A/S | Thomas Hill AS | Thomas Strømmen AS | Thomee Norge AS | Thomson Multimedia Sales Europe | Thomson Multimedia Scandinavia | Thomn Norge AS | Tjostølvsen AS | TK-Tech.Timo Kananen | To - Be - More AS | Tomra Butikksystemer AS | Tomra Production AS | Tomra Systems ASA | TomTom Sales B.V. | TOP-TOY AS | Top-Toy Norge AS | Topcom Nordic AS | Torgers S. Iversen AS | Torshov Bilrekvisita AS | Toshiba Tec.Nordic AB, Norge | Transport Data System AS | Trias AS | Trimag AS | Trimmak AS | Trioweb DA | Tromas AS | Tryland Teknikke | TSG & Sales AS | TT Microtrading AS | Tura Scandinavia AB | Umei IKT AS | Umeo itet | Umeo Mandal AS | Underholdningservice AS | Unisys Norge AS | Universitetet i Tromsø | v.a.r.m.a.s | Variant VVS Norge AS | Varjo Sport AS | VARMEGROS AS | Varodd AS | Varfa Consumer Batteries AS | Varta Remington Rayon Norway AS | Vela AS | Velvære-Grossisten AS | Vendomatic AS | Vensafe ASA | Ventelo Networks AS | Verdipapiranalisen ASA | Vest-Kjøli AS | Vestfold Audio AS | Vestfold Landbruk AS | VHF Communication AS | Viasat AS | vibe-eye Train | Vico Norway AS | Video System AS | Viken Fibernet AS | Vingmed AS | VIP Domotek Norge | Vizada AS | Vizada V5AT AS | VN Leker AS | VS-Safety AS | VSM Norge AS | Waterlogic Scandinavia AS | Waters AS Norge | Watski AS | Wave Technologies AS | Weber-Stephen Nordic | WEEE Recycling AS | Weiss AS | Western Geco AS | Weston AS | Whirlpool Nordic AB NUF | Whirlpool Nordic Oy | Whirlpool Norge AS | Wimpel AS | Wincor Nixdorf AS | Windata AS | Winner International AS | Witre AS | WJ Business Partner | Xerox AS | Xerox Ltd. | XXL Grossist Norge AS | XXL Sport & Villmark AS | Yamaha Motor Scand.AB, NUF | Yamaha Scandinavia AB NUF | Yit AS | Zentel Norway AS | Zentel Wireless Norway AS | ZetaDisplay AS | Zinzino AS | Zodiac Norge AS | ZTE Corporation | ZTE Norway AS | Zublin Scandinavia NUF | Zyxel Communication | Ørebro Rehabilitering AS | Åsane Flis & Guly AS |

FROM WEEE TO SECONDARY RAW MATERIALS



1 | Everyone who sells electric and electronic equipment has a legal duty to accept the same type of equipment when these are eventually scrapped – free of charge for consumers. Local authority recycling stations or environmental stations also accept all types of WEEE free of charge thrown away by private individuals.

2 | Elretur's transporters collect WEEE from around the whole of Norway. The vehicles used should be easily recognisable. Elretur collects scrapped electric and electronic equipment from the whole of Norway. Almost all of the country's intermunicipal refuse companies have an agreement with Elretur concerning the collection of WEEE.

3 | Electric and electronic waste has to undergo environmental treatment. Almost all electric and electronic equipment contain environmental toxins. These are not harmful when the products are being used, but it is important the environmental toxins are removed from these products when these EEE are scrapped and undergo recovery.



4 | Once the environmental treatment has been completed and the plastic, glass, etc removed, the remaining metals are crushed into small pieces (fractions) before entering the melting furnaces. The example in the picture shows a fraction with a high copper content.



5 | The melting process requires extreme temperatures and the different metals are separated out in a process that takes place after the actual melting process using electrolysis. The metals are then melted again and undergo new processes until one is left with pure metals.



6 | Gold, silver, copper, palladium, aluminium, iron and steel are the most common metals recovered by electric and electronic waste. The largest quantities are iron and steel, and it is, in particular, the white goods we consumers throw away which increase these quantities. There is quite a bit of gold as well. In 2009, we recovered approximately 60 kg of gold from the WEEE Elretur collected.

Huge celebration of World Environment Day on 5 June 2009

3,000 enthusiastic children from nursery, primary and secondary schools in Oslo and Akershus gathered in front of the Palace to meet HRH Crown Princess Mette-Marit and to hand in the WEEE they had brought with them. HRH Princess Ingrid Alexandra had brought her own WEEE she had collected at the Palace with her, and handed it in to Elretur for environmental treatment and recovery. Everyone who handed in WEEE received a great lunch box from Elretur - including the young princess.

The 3,000 children were thrilled the Crown Princess was there, and had plenty of time to say hello and get a photo of the two generations of the Norwegian Royal family. A number of politicians were also there to celebrate World Environment Day and handed in WEEE. Anniken Huitfeldt,

Helga Eng Pedersen, Bård Vegard Solhjell and Lars Peder Brekk made the trip to the Palace to dispose of their environmentally harmful waste properly.





How can WEEE ensure there's a wedding?

Gold has good conductive properties and is used in a lot of EEE. That's why a few kg of gold is covered from the WEEE Elretur collects every year.

Gold is primarily recovered from scrapped mobile phones and high value printed circuit boards. From 25,000 metric tons of high value printed circuit boards one can extract around 2-3 kg of gold, which in turn can be turned into wedding rings - or Olympic medals. Part of the precious metals that athletes like Petter Northug and Marit Bjørgen brought home with them from Vancouver came from recovered WEEE!

The industry organisation Swedish Waste Management estimates that there is around SEK 32 million of gold lying around in drawers and cupboards in Sweden. It is in all the mobile phones that are not used any more, but that

have not been handed in for recovery either. The industry organisation estimates that each Swede has on average 2.4 scrapped mobile phones lying around, and that far too few people ensure they recycle their mobile phone when they buy a new one. It points out that expensive metals should be recovered and that there are great environmental benefits to be gained from reducing mining for this precious metal.

In 2009, Elretur recovered around 60 kg of gold from the WEEE it had collected.





BACKGROUND FOR THE SYSTEM

Norway is a pioneer when it comes to the collection and environmentally sound treatment of WEEE. The Sector Agreement, entered into with the Norwegian Ministry of the Environment and key industry organisations on 16 March 1998, is intended to prevent and minimise the environmental impact of WEEE.

The sector organisations assumed so-called producer responsibility in order to establish a nationwide take-back system for all WEEE with effect from 1 July 1999.

THE EE REGULATIONS

The entire take-back system is based on the national EE Regulations: Regulations relating to WEEE dated 16 March 1998. Among other things these assign responsibilities associated with the return of WEEE to producers, local authorities and distributors. A producer's responsibilities include ensuring that a proportion of WEEE corresponding to its market share is returned and recycled in an environmentally sound manner.

The take-back system

Elretur provides a high level of service to local authorities and distributors.

Elretur does not just collect WEEE from those who have an obligation to accept it pursuant to the Waste Regulations (distributors and local authorities), but also from businesses such as, for example, workshops, offices, industry and Elretur's customers.

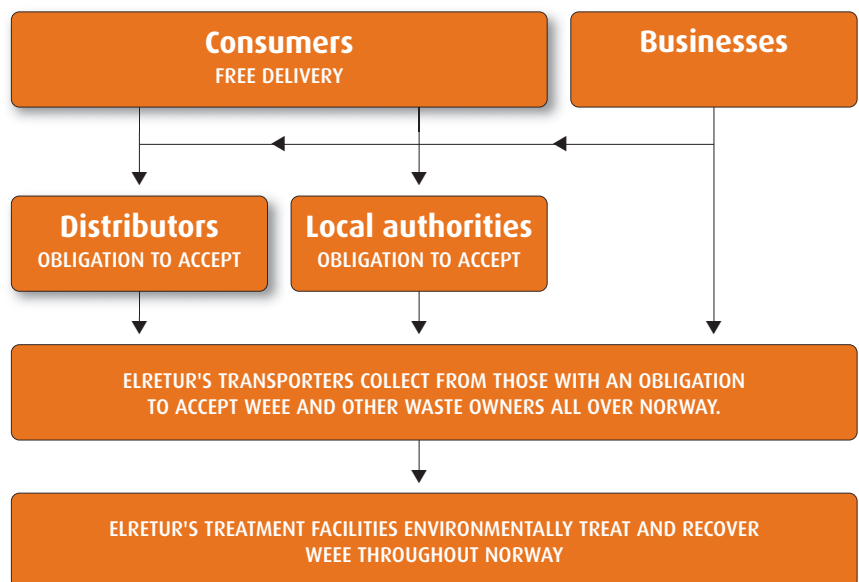
Elretur provides a high level of service to those with an obligation to accept WEEE - distributors and municipal recycling stations. Elretur's transporters can also offer free collection of WEEE and rent out collection equipment for a fee from other waste owners, e.g. business centres, larger public enterprises and waste entrepreneurs.

Elretur's treatment subcontractors can accept WEEE free of charge from enterprises that collect waste and from other waste owners who want to transport their WEEE to the treatment plant themselves.

For further information please visit: www.elretur.no

The Waste Regulations' chapter concerning scrapped electrical and electronic equipment stipulates the following rules for WEEE take-back systems:

- Consumers can deliver WEEE free of charge to distributors who sell the same types of products, without having to make a new purchase.
- Consumers can deliver WEEE free of charge to municipalities, regardless of the type of product.
- Businesses can deliver WEEE to distributors who sell the same types of products, provided that they make a new purchase.
- Businesses can deliver WEEE to municipalities for a fee, regardless of the type of product.
- Elretur can under certain circumstances collect WEEE free of charge from business premises.







WEEE world champions

Norway is the world champion at collecting WEEE. No other country in Europe, or the world, collects as much WEEE per capita as Norway. We have reason to be pleased about this - even though there is potential for improvement here as well. The EU has set a minimum requirement of 4 kg of collected WEEE per capita - last year Elretur alone collected almost 13 kg of WEEE per capita in Norway!

The environmental treatment of EEE, in which environmentally hazardous components are removed from WEEE, shows that the job we do is important. The table below shows the types and quantities of environmentally hazardous substances that were specially treated by Elretur in 2009. As the diagram on the opposite page shows, it is not the case that everything that is classified as environmentally hazardous waste ends up covered over in landfill sites - a large proportion of this waste is recovered. No less than 60% of the environmental hazardous waste separated out undergoes material recovery. 36% goes to energy recovery, 1% goes to thermal destruction, while 3% is disposed of in landfill sites.

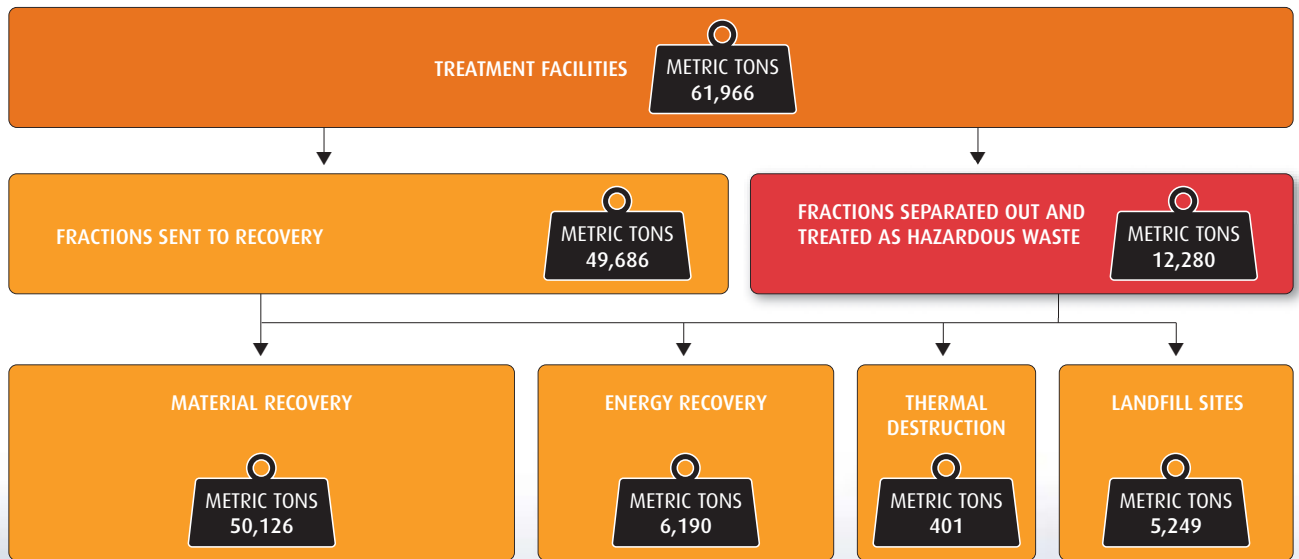
Environmentally treating the various products (waste) is a laborious job - the photo to the left shows how one of Elretur's treatment operators environmentally treats a mobile phone.

Environmentally hazardous waste

Type of materials and components	metric tons
Glass from TVs and monitors	5,065.32
Plastic containing flame retardants	3,650.63
Printed circuit boards	3,008.36
Oil contaminated waste	143.06
Batteries	121.46
Toner cartridges	88.74
Asbestos	53.43
CFC gases from refrigeration appliances	45.32
Whole LCD screens	41.00
Lamps from LCD screens	24.18
Mercury containing components	14.98
Condensers containing PCBs	12.56
Fluorescent tubes	6.48
Smoke alarms	4.85
Total	12,280

From collection to recovery 2009

61,966 metric tons or 12.9 kg per capita of WEEE were collected in 2009.
12,956 metric tons were removed and treated as hazardous waste.



Norwegian solution for reusing ICT hardware

If the enterprise you work for is going to replace screens, PCs or other ICT hardware, it should consider the reuse of the hardware. Much of the ICT hardware that is replaced in Norway today is fully reusable.

PCretur is Norway's only reuse and recovery service that guarantees secure deletion, reliable logistics solutions, reuse and the environmental treatment in Norway. PCretur is a joint venture between Elretur and Alternativ Data.

Once the ICT hardware has been collected from customers who want it to be reused, the hardware is erased with the aid of deletion tools security cleared by the Norwegian National Security Authority. It is then labelled by PCretur and sold to primary and secondary schools around the country. When it is scrapped by the schools, it is returned to Elretur's treatment plants and environmentally treated and recovered in accordance with Norwegian regulations.

This is an important aspect. Norway has the strictest laws in the world with respect to the environmental treatment and management of WEEE, and given the frequency with which ICT hardware is replaced in Norway it is also necessary that we fulfil the obligations such consumption give rise to, namely environmentally treating and recovering the hardware once it becomes waste. When used ICT hardware is sold abroad, there are no guarantees about how this hardware will be treated the day it becomes waste.

PCretur guarantees the ICT hardware will not be sent out of Norway. It is true there is a big market for reused ICT hardware around the

world, but a lot of dumping also takes place in non-Western countries and it is ICT hardware in particular that is accumulating in poor countries in Africa and Asia. Because of the dumping problem, and because of the demands of our customers, we have established PCretur as the Norwegian alternative for the reuse of PCs.

If an enterprise's ICT hardware cannot be reused, but nonetheless needs to be specially treated with respect to security, Alternativ Data can help. Alternativ Data collects, erases, tests and reports on both functional and defective equipment so that you can be sure that no one can retrieve information from your old PC.







Skiers on the side of the environment

In 2010, Elretur became the proud partner and sponsor of both the Birkebeiner Triple and Team Xtra Personnel with Jens Arne Svartedal and the brothers Anders and Jørgen Aukland at the forefront. Check our website regularly, www.elretur.no, for competitions for tickets for the various Birken events, opportunities to win great exercise clothes, and invitations to join in training meets with Svartedal and the Aukland brothers.



PARTNERS - COLLECTION AND TREATMENT 2009 – 2013

Collection

- STENA METALL AS: TEL: (+47) 80 04 04 50
- RETURA TRV: TEL: (+47) 72 54 05 10
- VEIDEKKE GJENVINNING AS
VESTFOLD AND TELEMARK: TEL: (+47) 33 06 60 60
ØSTFOLD: TEL: (+47) 69 34 51 79
OSLO: TEL: (+47) 23 26 78 50
- RETURA AS: TEL: (+47) 37 07 66 00
- ØSTBØ AS: TEL: (+47) 75 50 09 00
- BØRSTAD TRANSPORT AS: TEL: (+47) 74 83 40 00
- O. TENDEN TRANSPORT AS: TEL: (+47) 57 87 45 30
- WESTCO MILJØ AS: TEL: (+47) 51 64 40 18



THE MAP SHOWS WHICH AREAS THE DIFFERENT TRANSPORTERS WILL SERVE DURING THE PERIOD 1 JULY 2009 TO 30 JUNE 2013 AND AN OVERVIEW OF THE TREATMENT OPERATORS' RECEPTION FACILITIES.



Treatment

Stena Metall AS

RECEPTION FACILITIES:

- Aussenfjellet, Frogner
- Lierstranda, Drammen
- Randaberg, Stavanger
- Haugesund
- Kristiansand
- Hanøytangen, Bergen
- Kaupanger, Sogn

Elektrogjenvinning Nord Norge AS

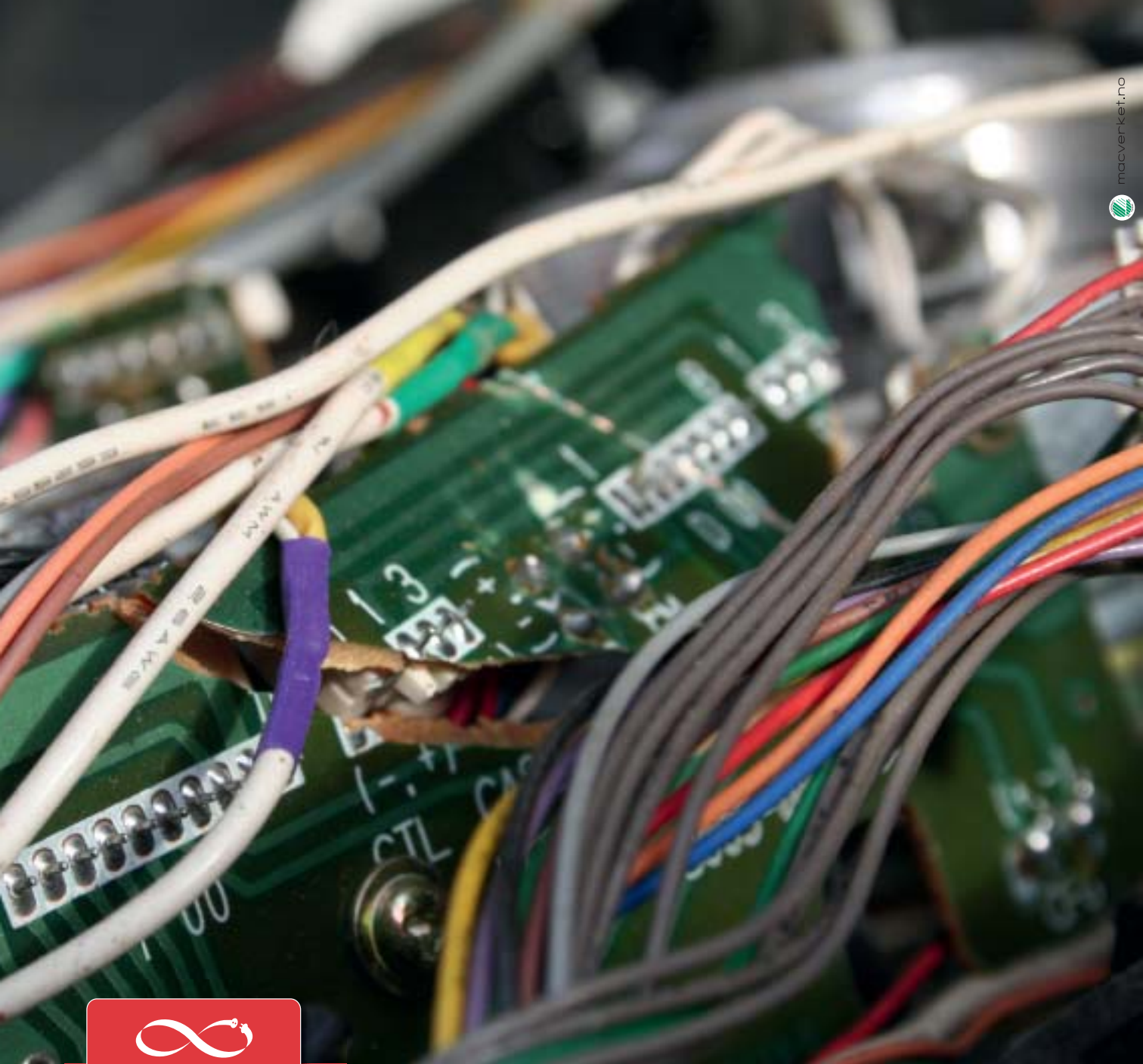
RECEPTION FACILITIES:

- Harstad
- Tromsø
- Tana
- Hammerfest

Wee Recycling AS

RECEPTION FACILITIES:

- Øysand



EL:RETUR

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