

OMEGA

SOLUTIONS FOR ENTREPRENEURS
IN NORWAY



CHRISTIAN ORRU
Trade Union Representative
at Follobanen Project

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Dear Readers,

Autumn is coming and with it come the last tax assessments. We invite all taxpayers, especially those who are not satisfied with Tax Office's decision, to read our article about complaints. We also recommend interview with our guest Christian Orru, who talks about trade unions in Norway.

Entrepreneurs may be interested in possibilities given by Norway we write about. In this issue we have vital information about sentral godkjenning, which can help building companies to succeed on the Norwegian market. Businesses looking for green solutions should definitely get familiar with The Explorer – a new solution, called "Tinder for the entrepreneurs". If you use machines, we recommend our Partner's article about predictive maintenance.

After reading our article about current situation with skilled workers in Norway you will stay tuned and be prepared for any problems that can await you, and our text about procedures after the accident at work will help you take proper action when something happens. We wish such accidents and problems never occur to any of our Readers, but it is always better to be prepared, both for colder times and for challenges.

Have a good read!



Aleksandra F. Eriksen
Chairman of the Board
Omega Accounting AS
& Polish Connection

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WHY ARE THE TRADE UNIONS SO IMPORTANT AND WHAT IS THEIR MAIN GOAL? – INTERVIEW WITH CHRISTIAN ORRU

It is said that in Norway the Trade Unions have greater influence on employment than in any other countries. More than a half of Norway's employees are members of unions and this trend also spreads to the foreign workers in Norway. Christian Orru – Trade Union Representative at Follobanen Project, which is currently one of the most largest ones in Norway and has a consecutive amount of foreign workers, tells us about the core role of the unions and also about their mission.

Magdalena: Christian, what made you to become the Trade Unions' representative at Follobanen?

Christian: I have worked abroad for many years without having any trade union assistance, suffering injustice for a long time. I had my first contact with the unions in Danimarca, where I started to see the positive changes regarding our rights as foreign workers, and after a long friendship and collaboration I realized that I wanted to give my contribution. When I arrived to Norway, I immediately had the chance to become a part of this reality. Here I have received a great amount of support from NAF District Secreta-

ry Eirik Wangen Naess and the construction coordinator Johnny Myrvold that works in the NAF head office, who, together with my colleagues helped me become the main representative. Here at Follobanen Project we have more than 500 foreign workers, and we have no problems with executing our rights thanks to the perfect organizational system of the NAF and the excellent Norwegian system.

Magdalena: Why are the Trade Unions so important especially on big construction sites and what is their main role?

Christian: In general, foreign workers who have never wor-

ked in Norway are not aware of how the Norwegian labour system works or that they are entitled to any kind of benefits from the Norwegian social system, they don't know the procedures for obtaining those benefits either, and even in such cases without any obligation we have provided our assistance to those categories of workers thanks also to the precious collaboration with Polish Connection that followed our workers in all their steps concerning the tax return doing excellent work. It is important that the workers see us not only as an institution that works with them but also as a point of reference for their initial stay in Norway. I perso-



nally, by my free choice, am fully available to the workers that I represent, including Saturdays and Sundays, because I believe in my work and I'm proud of it (smile).

Magdalena: What are the most common problems employees on Follobanen Project turn to you with?

Christian: They often come with personal or collective disputes that occur with the employer. Those are the most common ones. Solving those issues takes time but after targeted meetings we can always find the most suitable solution. The workers often turn to me for help not only in understanding our collective agreement or their rights but also for general help, for example, an explanation of the paycheck, help on the various steps to obtain

the documentation they need as well as their benefits and aid for families.

Magdalena: What's the most challenging part in your work?

Christian: The most demanding part of our work is mainly based on the fact that we must always be up-to-date about the laws and always have the information ready for our members, but not only that – the psychological factor is fundamental to support and face various meetings with companies that are often long and very stressful. Our position is therefore very sensitive among companies and workers. We are a bridge between the employer and the employee which means we have to understand both and understanding both is not an easy task. I guess being in that position demands a great deal

of stress resilience and psychological health. But that does not discourage me at all. I will keep on going because I believe in the importance of what we do.

Magdalena: Does being a Trade Union representative influence your private life?

Christian: Of course, it has influenced my private life for the better, it made me discover a great determination to achieve the objectives and gives me satisfaction and pride. It showed me that all those values and feelings may come out from helping other people and being able to give assistance.

Magdalena: What are your plans for the future?

Christian: Integrate myself 100% in Norway and become a solid part of the workers' union system. Continue to grow in that environment.

Christian, thank you very much for this interview!

As we all see from this interview, Trade Unions' core goal is to help foreign workers to understand their rights and to execute them. They help not only with understanding the collective agreement in force but also with understanding the Norwegian environment and culture and Norway's social background. We hope that in the future there will be a lot more Trade Unions' representatives like Christian, fully devoted to his work and beliefs.

WORKFORCE SHORTAGE – RISING DEMAND FOR SKILLED EMPLOYEES

Scandinavian companies which rely on foreign workforce face rising demand for skilled employees. Norway, which uses international workforce as well (with many employees coming from Poland and Lithuania, for example), is in top five of countries struggling with qualified workforce shortage.

According to the Norwegian Statistics Office (Statistisk sentralbyrå), 14% of country's population are immigrants. There are around 100 000 Poles, 40 000 Lithuanians, and 35 000 Swedes in Norway, and the majority of them are labour migrants. Oil crisis of 2016 was responsible for the decrease of labour migrants arriving in Norway.

According to the Danish economic research, the migration labour market might face increased competition due to employees shortages.

Lack of qualified workforce is caused by European-wide economic boom. Employment opportunities are now available in many eastern European countries. For example, unemployment in Poland is down to 4.9% in 2017 from 10.3% in 2013. There is a similar dynamics of unemployment decrease in ne-

ighbouring countries as well.

Studies show that by year 2030 the number of working-age people will decrease across the entire European Union. This trend is especially visible in many eastern European countries. Research shows the decrease of people between the ages of 16-64 in Poland, where the researchers predict a decrease by 3 000 000 people.

In the beginning of the year NAV has carried out an annual questionnaire to judge the companies' expectations concerning workforce requirements in the upcoming year. Majority of firms participating in the survey expected rise in employment.

The research suggests that Norwegian companies are 44 000 employees short, which corresponds to 30% increase in demand compared to the previous year. Expect Hordaland region, the problem

concerns the entire country, with Oslo leading the ranking of employees shortages. Companies based in Oslo are 8 500 people short. Companies operating in Nordland, Akershus and Finmark have had serious recruitment issues in the past three months as well.

The biggest demand for workforce is in healthcare: there are 4 500 nurses required in Norway (an increase of 3 600 since 2017). There is high demand for carpenters, shipyard workers, welders, electricians, general contractors, engineers, and IT professionals.

If you want to enter Norwegian workforce, are running a construction company or employ qualified workforce – get in touch with us!

Sources:

www.e24.no

www.nettavisen.no

TAX APPEALS

In 2018, the tax assessment notices in Norway should be published on June 27th, August 15th and October 24th. The tax return is usually paid in the period of no longer than 3 weeks after the tax assessment publication dates, while any additional tax payments must be made in two instalments, with the dates for each payment specified on payment forms (giro). If you don't agree with the tax settlement, you can lodge a formal appeal. Anyone who received tax assessment notice (skatteoppgjør) can lodge an appeal. If the tax has been underpaid (restskatt) you must pay the full amount before lodging the appeal. If tax office accepts your complaint, the money will be returned into your account (both the sum you have paid and any other money the tax office owes you - skatt til gode).

The appeal can be made 6 weeks after the tax assessment notices have been officially published. The tax office has 3 months to look into the appeal and make their decision. However, the appeal is made after the deadline, but before a year has passed since the tax assessment notices have been published, you will have to wait longer for it to be examined by the tax office. What is more, in order to ensure that your appeal is looked into, you should make sure to explain why it has been delayed and apologise for your tardiness. You can submit your complaint online, using the Altinn system, or by post, sending it to the appropriate tax office. In previous years you could use RF-1117 form to make a formal appeal (Klage på myndighetenes fastsetting av formues- og inntektskatt) and the form is still in use when it comes to tax returns

made in 2015 and in earlier years. Please note that you can appeal against decisions made about tax forms submitted up to 3 years ago, however, the tax office might refuse to look into old tax assessment notices without a valid cause.

In 2017 Norwegian tax office has introduced some changes - taxpayers can either edit their submitted tax forms or make an appeal. Tax office differentiates between tax return edition (endre og levere skattemeldingen) and appeal (klage).

Difference between tax form edition and tax appeal

As far as the taxpayer is concerned – there is no difference at all. In both cases you submit a complaint against the result of the tax assessment and ask for changes to be introduced so that your tax return is re-examined by the tax office – whether by asking to be granted additio-

nal tax deduction, being moved to a different tax class, or correction made of minstefradrag and so on. The form of correction differs. If the taxpayer received their tax assessment notice (Skatteoppgjør 2017) without any additional documents or decisions - then they need to make use of the form RF-1030. If you are making your appeal against a decision made in 2016, you need to use RF-1366 form (Endringsmelding for formues-og inntektskatt 2016).

Skattemelding for formue- og inntektsskatt – personlig næringsdrivende mv (RF-1030)

RF-1030 form looks like any standard tax form – you should fill in the appropriate spaces and apply for tax deductions and attach documents confirming you are eligible for the deductions you asked for. Having received the form, the tax office

has 3 months to make its decision and send you your new tax documents. Sometimes the office requires additional documentation, and you should provide it immediately. Remember to provide the tax office with case reference number, which will be provided on the documents you received from the tax office.

Klage på vedtak (rapporter med fødselsnummer) (RF-1364)

If your tax office has sent you your tax assessment form together with a relevant case reference number and decision explaining the tax return, you can make your appeal using RF-1364 form. The letter from the office should contain appeal deadline as well as letter reference number you should refer to in your appeal. The correction (made on a separate sheet) along with the remaining documentation should be attached to the form. The form should contain case reference number and a brief description of the case, as there is no space for detailed information about the nature of the appeal. Tax office has 3 months to review the appeal and make its decision (either partly or entirely approve of your appeal or reject the case entirely). Having reached its decision, the tax office will send you relevant documents.

What you need to pay attention to after receiving your tax assessment notice: Has our tax been calculated in the appropriate tax bracket?

Tax bracket should be specified on the first page of your tax

assessment notice, in the top right-hand side (skattekasse 1 or skattekasse 2). People whose spouses have not earned more than 46 640 NOK (approximately 21 297 PLN) are eligible for II tax class. Year 2017 is the last time you could be eligible for skattekasse 2.

Basic tax deductions: fradrag

It is worth checking if you got all tax deductions you applied for in your skattemelding for 2017. In your tax forms, in column called Utskrift av likningen and in column called fra Skattemeldingen you can find all tax deductions you applied to get. In the column called Likningsgrunnlag or Grunnlag for fastsetting you will find the tax deductions granted by the tax office. If the amounts you find in these columns differ from one another, you might not have been granted all tax deductions you asked for. We recommend you to check why.

Tax deduction for the amount of time spent in Norway: minstefradrag

It is often the case that the minstefradrag is calculated as either too high or too low. This deduction works similarly to the Polish tax deductible expenses, but is not an equivalent. Lowered minstefradrag often results in tax being underpaid, while an increased minstefradrag would mean that the taxpayer will receive a tax return they are not eligible for. In both cases, it falls to the taxpayer to rectify these errors.

Tax arrears payment procedure: restskatt

- Under 100 NOK – does not apply

- Under 1000 NOK – must be paid 3 weeks after the tax assessment notices have been published

- 1000 NOK and more – paid in two instalments due 3 and 8 weeks after the tax assessment notices have been published – skatteoppgjør.

Klage på forskuddstrekk

Sometimes in the preliminary tax return (skattemelding) does not take into the account tax advance which has been deducted by the employer. It might also be the case that the advance listed is actually lower than that listed on the lønnslip and annual tax report made by the employer. Your tax office must be notified about these inconsistencies immediately and you should ask the officials to look into them, so that the matter can be rectified. Your appeal should explain the situation and contain relevant lønnslip documents as well as annual tax reports from your employer /employers, which will confirm that tax advances have been docked from your salary. This appeal should be sent to the tax collector (kjemnerkontor) rather than tax office.

If you have any questions or concerns, please do not hesitate to get in touch with our offices in Gdynia or Warsaw, where we will be happy to explain the inexplicable :).

THE EXPLORER – «TINDER» FOR THE ENTREPRENEURS

On the 31st May Norwegian prime minister Erna Solberg presented The Explorer during Innovasjonstalen in Oslo. Development of such an utility was her government's idea in the first place. The purpose of The Explorer is to increase export of Norwegian green solutions by matching them with international customers.

As Erna Solberg and Anita Krohn Traaseth from utility's developer Innovation Norway say, Norway's green technology is first class and The Explorer shall help to reach the expanding market of sustainable low-emission solutions, such as electrification of maritime transport.

The Explorer will be part of the bigger brand Merkevaren Norge. One can find there for example a brand center with information about Norway and Norwegian business, export-oriented business programs and presence on international events. Utility's concept, form and criteria for content and companies' participation were decided after talks with industry representants, Ministry of Trade, Industry and Fisheries and Ministry of Climate and Environment.

A strategic council was created to support the program. The



members represent following entities: Equinor, Yara, Statkraft, DNB, DNV GL, NHO, LO, Abelia, Norge 203040, Norwegian Seafood Council, Virke, Norwegian Shipowners' Association, Norwegian Environment Agency, Finans Norge, GCE Blue Maritime Cluster, Fostech AS, Grieg Group, X Four-10, Zero, Ministry of Trade, Industry and Fisheries, Ministry of Climate and Environment and Innovation Norway.

In the beginning the new utility contained 40 ecological solutions for energy and sea industry. From the 31st May it is possible for all companies to regi-

ster their own solutions if they only meet the requirements, which are:

The company must comply with good business practice

The solution must include one or more of the UN's sustainable development goals

The solution must contribute to the green change.

It is free to register one's solutions, but the registered propositions undergo quality check before the procedure is finished.

The registered solutions already include Yara's electric container ship, Glitna's sustainable fish farm, Equinor's floating wind farm Hywind, and ScanShip's solution for converting waste on ships to fuel.

Sources:

www.theexplorer.no

www.innovasjon norge.no

WHAT IS SENTRAL GODKJENNING AND WHY IS IT WORTH TO ACQUIRE IT?

Sentral godkjenning is the equivalent of Polish construction qualifications and permits to work in construction industry. Any company, which is granted these permits can acquire better and more profitable contracts in Scandinavia because *sentral godkjenning* (later in this text abbreviated to SG) is officially certified by the Norwegian National Office of Building Technology and Administration (DIBK) and companies have to comply with strict conditions in order to obtain SG.

Brief background

The idea of centralising the process of granting construction qualifications is quite new, as it was born and implemented in 1997. Initially there were two levels at which SG could be obtained - central and local, with the latter being granted only for the duration of running construction project. However, all changed in 2012. Simultaneously, a new, red logo was introduced. You can use this logo until December 31st 2018.

Changes made in 2016

Both: the process of granting construction qualifications and visual identification of the program underwent significant changes in 2016. Company

competences have been made more precise and requirements were made more clear. According to new guidelines, SG can be granted only to companies which are known or their conscientious work and follow the most recent construction regulations. Current logo of the program is golden. What is more, local godkjenning have been abolished.

Striving for top quality

It seems that obtaining sentral godkjenning is a must if a company considers developing their business on the Norwegian market. Norwegians put emphasis on good quality of services and items and construction work is no different. This claim can be supported by the fact

that quality is the main aspect considered at public procurement processes in Norway. Consequently, obtaining these qualifications improves the company's standing in the Norwegian construction market.

Who grants SG?

DIBK (Norwegian National Office of Building Technology and Administration) is the body responsible for granting construction qualifications. DIBK is tasked with verifying competences of the company applying for SG. They check if the company is solvent, if it has enough qualified staff, and whether it is legally registered to operate in Norway and so on. What is more, the DIBK runs random checks of companies which

have obtained SG in order to verify their documentation and business practices.

Duration and cost of SG

Sentral godkjenning is granted for a period of 3 years. It is necessary to apply for a new SG after its expiration. You can also apply for a higher class of construction qualifications, which will only improve the company's position on the market. The cost of SG is 3100 NOK per year.

Main categories of qualifications

There is three categories in which SG is granted (Tiltaks-klassene)

SØK – responsibility for project and application rights;

PRO – responsibility for design;

UTF – responsibility for execution of a project.

An additional categorisation applies as well, which takes into the account the function taken during the control:

* KPR – responsibility for control of project process;

* KUT – responsibility for control of execution of the project.

Trade areas

Another key piece of information regarding the SG is the trade areas it can be obtained in. It is worth mentioning that a company can apply for SG in different trade areas of its business activity.

To name a few:

Architecture and design,

Fire safety,

Concrete and brick construction,

Plumbing,

Steel and metal construction,

Wood construction and carpentry,

Air conditioning and ventilation,

Earthworks,

Modernisation work.

Conditions of granting SG

There are four main conditions that a company must fulfil in order to qualify for SG. First of all, it must employ workers who are qualified in the area of trade the company is applying for SG. For example, if a company applies for SG in first category of wood carpentry trade, it needs to employ someone with a journeyman qualification certificate (svennebrev). Moreover, the company should present documentation confirming that it has worked on, and completed at least 3 projects falling into the chosen category in the space of 8 years. References should be available for each project. Furthermore, company's manager/boss should complete a mandatory management course – the so called HSM-kurs for daglig leder.

Internal quality control system

Another important aspect of the matter is introduction of an effective internal quality control system. We encourage our readers to familiarise themse-

lves with the HMS KS-System Soluton Leader (www.program.soluton.no), which provides you with detailed documents on the very strict conditions governing the SG process.

All documents are available in both Polish and Norwegian. It is worth mentioning that construction business owners will have to complete various checklists, HSM routines and many more requirements, which seems to be the biggest obstacle when applying for SG certificate.

Detailed information about SG categories and requirements

Category 1 – planning/designing or application in a given trade area;

Requires master craftsman certificate and at least 4 years of professional experience.

Category 1 – execution in a given trade area;

Requires journeyman certificate (svennebrev) and at least 2 years of professional experience.

Category 2 – planning/designing in a given trade area;

Requires an engineer certificate and at least 6 years of professional experience.

Category 2 – execution in a given trade area;

Requires a master craftsman certificate (mesterbrev) and at least 3 years of professional experience.

Category 3 – planning/designing and application in a given trade area;

Requires a civil engineer diploma and at least 8 years of professional experience.

Category 3 – execution in a given trade area;

Requires is engineer diploma and at least 5 years of professional experience.

Sentral godkjenning and responsibility for a construction project

We would like to finish off with an interesting fact. A company which did not obtain the rele-

vant certificates can still hold the responsibility for the construction process and operation. In order to be able to carry out a construction project, the company should still fulfil all SG conditions and requirements.

In order to begin construction project of any kind, a company should submit an application to the relevant body, which grants construction permits. Having obtained the permission from commune the company can begin its work.

Soluton AS is a Polish consulting firm offering services for construction business in Nor-

way. The company provides support and services in the area of architectural and construction design, technical and legal consultations, aids its clients in obtaining of Sentral Godkjenning (Norwegian construction qualifications) as well as offers a wide variety of courses for construction companies. What is more, Soluton AS provides electronic quality control system – Soluton Leader. Join us on Facebook to stay up to date!

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ACCIDENT AT WORK — WHAT PROCEDURES TO FOLLOW?

Workplace accident might happen to anyone. When it comes to such accidents, foreign employees lead in Norwegian rankings. What to do if a workplace accident in Norway occurs?

Let's start by saying that Norwegian employers are obliged to provide all members of their staff with insurance against workplace accidents. It can be a Norwegian insurance, or an international insurance, which must cover Norway. Employee must take part in basic as well as specific health & safety training. If the company employs more workers, there must be a staff member qualified to be health & safety inspector (verneombud).

Unfortunately, even the strictest health and safety regulations introduced by Norwegian law cannot guarantee that there will be no workplace accidents. If an accident takes place, apart from calling an ambulance or taking the injured employee to the hospital, the employers must comply with the following procedures. If the accident is classified as serious, the police and Norwegian Labour Inspectorate (Arbeidstilsynet) must be notified immediately. First report can be made via the phone, then a relevant form must be submitted to Arbeidstilsynet.

A copy of the form should be given to the health & safety inspector of the company as well.

Injuries classified as serious accidents:

- Head injury or concussion, which results in a loss of consciousness;
- Bone fractures (except for minor injuries such as finger fractures);
- Internal injuries;
- Loss of limbs or other body parts;
- Serious poisoning;
- Loss of consciousness (caused by oxygen deficiency for example);
- Burns and frostbite (injuries of face, hands, feet, genitalia area / 3rd degree burns and frostbite / lower degree injuries if they cover over 5% of the body);
- Hypothermia;
- Injuries requiring hospitalisation (does not include a visit at the ER or daily clinic);

- Death.

Employer is obliged not only to report the accident to the police and Arbeidstilsynet, but also to enter the accident into the company accident register. The register should contain the description of the accident, its time and date, its course, causes and effects. The register should be made available to the health & safety inspectors, Arbeidstilsynet and any other control bodies.

Each event should be reported to NAV, so that the employee can apply for the compensation from NAV and/or from the insurance company. Deadline for NAV report is 12 months after the accident takes place.

As you can see, the employer's obligations are not limited to calling an ambulance or bringing the injured party to the hospital. Fortunately, the offices which need to be informed of the accident can guide the affected parties and provide them with all the necessary documentation.



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HOW PREDICTIVE MAINTENANCE OF MACHINERY AND EQUIPMENT CAN SAVE A BUSINESS MONEY?

Photo: Morten Rakke

Today's organisations are under increased pressure to become more agile in a fast-changing environment. Technology connects the workplaces like never before and enables the implementation of detailed-planning activities to ensure operational reliability and achieve business objectives. Large amounts of money are invested in owning and operating machinery and equipment. Therefore, making smart decisions in regards to high-value assets is essential to maintain profitability.

Preventive vs. predictive maintenance tasks

There is an important distinction between preventive and predictive maintenance tasks. The former is performed, when the machine is out of service. The latter relies on real-time

data collected, by sensors and remote monitoring while the machine is running. Understanding the importance of acting in anticipation of future problems is the new trend and business opportunity in assets management strategy. Therefore, the vast majority of busi-

ness owners see the value in a proposition about investing in a proactive approach to maintenance. Maintaining profitability is achieved by reducing the likelihood of unscheduled downtime, in turn substantially minimising the expenditures, saving time and boosting efficiency.

“One of our clients working in the construction industry detected a malfunction with his machinery at a very early stage. Since the replacement of damage occurred during the scheduled maintenance service, the firm was able to fix the failure without any loss of productivity and cheaper than it would have cost them if breakdown had occurred”, says Bjørn André Hagen, Product Owner ABAX Equipment Control.

Manual logging of the engine hours can cost your business a fortune

It is required by law that all machinery and equipment are properly maintained to ensure employees` and others` health and safety. In case of inspection, the company must be able to provide evidence of an up-to-date maintenance log, and that operations can be carried out at no risk. In case of damage, the company will be held liable if the breakdown maintenance was performed after the failure of equipment. Yet, many types of plant machinery have multiple operators. If an administrator does not have precise data on their assets, they are not able to know for how many hours the equipment was already used.

“Having more than one piece of equipment and remembering when the service is due can be laborious. Tracking the running time of machinery manually is counterproductive, and firms are looking for electronic logging devices that automatically record

the engine hours”, says Bjørn André Hagen.

In addition, the company risks warranty loss, if the time or usage hours of the plant machinery exceed the factory requirements. There are also different maintenance requirements depending on the type of equipment. A typical mini digger requires a service after 50 hours of use, while big excavators can run longer, i.e. about 1500 hours every year.

“Memorizing specific factory requirements for different equipment is time-consuming. Therefore, strategies that mitigate the risk of outage duration and human error are preferable among many managers”, explains Bjørn André Hagen.

Technological advances improve maintenance management

New technologies facilitate effective resource management. By using any device connected to the Internet, the company can receive access to telematics data about their equipment. This enables companies to gain full control over the equipment, while also providing valuable information such as how often and for how long the machinery has been used. This is particularly useful when the company operates at multiple sites, if the equipment is spread across large areas or if it is rented out to subcontractors.

“The ABAX 5 with usage log allows to track the number of en-

gine hours and the customer can get customized notifications via email and/or SMS. We have many lift rental companies, which use our services to schedule different alerts, since some parts need to be changed based on usage time, others require service in a given period of time”, says Bjørn André Hagen.

Accurate invoicing based on equipment usage

Rental companies sell their service agreements based on the usage log, and they depend on working equipment to assure satisfaction and eliminate customer churn. However, at times, users may not log the engine hours correctly, and the machinery could be used after working hours. Therefore, using telematics solutions to monitor how much the equipment is being used and when it is being used is essential. If service or maintenance are required during the rental period, the customers can easily locate the equipment using a digital map and contact the customer ahead of required maintenance time.

“One of our customers in the rental industry notifies their clients about upcoming services, sends out the technician and invoices accordingly. For each machine they rent, they are able to sell additional yearly maintenance service”, says Bjørn André Hagen.



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