Annual Report on Competition Policy Developments in Norway

-- 2018 --
3-4 December 2019

This report is submitted by Norway to the Competition Committee FOR INFORMATION at its forthcoming meeting to be held on 3-4 December 2019.

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Executive summary

1. The goal of the Norwegian Competition Authority related to enforcement is to have a clear impact in markets through a good balance between anti trust (cartel and abuse of dominance) activities in a wide spectre of markets, a strict but effective merger control and advocacy to enhance knowledge and compliance and to promote more competition friendly regulation.

2. 2018's most important decision was the all-time high fine of 788 MNOK for Telenor for abuse of dominance. Telenor created barriers for the development of a third mobile network. Norway is one of few countries in Europe having only two nationwide networks, and the impact on the consumer of limited competition in this market is huge. The decision was appealed. The Competition Appeals Board upheld our decision, including our fine, in June 2019. However, Telenor has decided to bring this decision to the Court of Appeal.

3. The Norwegian Competition Authority has over the last decade achieved an impressive track record of decisions that has stood the test of appeal. In 2018, the first case dealt with by the new Competition Appeals Board, confirmed our view that six enterprises in the electrical sector violated the Norwegian Competition Act. Moreover, Oslo District Court upheld our decision that a group publishing companies infringed the Competition Act when they exchanged information and boycotted the distributor Interpress.

4. Enforcement work in 2018 was marked by several major investigations; two dawn-raids were conducted in 2018, in the grocery market and the book market. In addition, evidence was analyzed from dawn-raids in two separate cases conducted in 2017. In the first case, the aim of the investigation was to establish whether or not a major brewery (Ringnes) had abused its dominant position in the market for beer to eaters.

5. The second case was related to alarm and security services. Here, the purpose of gathering evidence was to determine whether or not there had been a violation of the prohibition of illegal cooperation. In its Statement of Objections issued in June 2019, the NCA notified the two firms involved (Verisure AS og Sector Alarm AS) that it considered imposing respective fines of 784 MNOK and 424.8 MNOK for collusion (ie. market sharing) in the market for alarm services to residential customers. One of the firms involved (Sector Alarm AS) agreed to pay the fine immediately after this notification.

6. In the merger area, we received 111 notifications in 2018. We continuously strive to clear mergers that are unproblematic as soon as possible, and are content that as much as 96 per cent of the notified mergers were cleared within the legal limit of 25 days in phase 1. One merger and one acquisition went to phase II in 2018, in both cases resulting in required remedies for approval. In general, the Authority has a preference for structural remedies. This was used as a requirement for approval of ST1 acquisition of Statoil Fuel & Retail in the market for marine fuel oil. Under special circumstances, behavioral remedies can be accepted. This was the case in the Vipps-merger. A requirement for approval was that potential entrants to the market for payment services should have access on non-discriminatory terms to BankID and BankAxept, core elements of the national payment system in Norway.
7. For many years now, we have advocated the urgent need for regulatory changes in the taxi market. In 2018, the government issued a public hearing proposing changes in the legal framework for the taxi market in accordance with our suggestions, effectively deregulating the market. With some minor changes, these changes were enacted medio 2019 with implementation from July 2020. Throughout 2018, efforts also have been focused on the book market where fixed book prices are allowed by regulation in order to achieve cultural policy goals. In the NCA's view, allowing RPM in this market implies higher prices and a much slower development of the market for e-books, thus harming bibliophiles interested in reading current literature. The NCA has argued that cultural policy objectives can be achieved by more targeted means, not harming competition and bibliophiles. These advocacy efforts have, however, not been successful so far.

8. The NCA employees are active in the media, eg. by regular publishing op-eds in the leading national business newspapers and through presentations at conferences, guest lectures at the university and at the major business schools as well as industry association meetings. In general, the concerns the NCA raise through various channels receive significant media attention. This enhances the impact of our efforts in the advocacy area.

9. In this respect, it can be mentioned that our advocacy initiatives relating the market for funeral services as well as gasoline, pointing out the importance of price conscious consumers, and not the least advocacy related to influencers and bloggers where we pointed out the limits of cooperation received a great deal of media attention. The concerns we raise are perceived highly relevant thus resulting in a significant number of op-eds and media attention. This enhances the impact of our efforts in the advocacy area.

10. Nevertheless, we work strategically to increase knowledge of our work and decisions by ia. using a combination of communication tools and formats including use of social media in innovative ways, with 354 posts on Twitter, LinkedIn and Facebook in 2018. A survey in the end of 2018 measuring the effects of our PR- and advocacy efforts, confirmed that our strategy, choosing different channels for different target groups, has effects.

1. Changes to competition laws and policies, proposed or adopted

11. The Norwegian Competition Authority's main task is to enforce the Competition Act, prevent and deter competition crime and affect market structure in a direction that promotes healthy competition.

12. The Norwegian Competition Act entered into force on May 1, 2004. The purpose of the Act is to promote competition in those cases where it contributes to efficient utilization of society's resources to the benefits of consumers. The Act is to a large extent harmonized with EU competition rules and includes prohibitions against cartels and abuse of dominance. Leniency is modelled after the ECN Model Leniency Program. Mergers and acquisitions are prohibited from being implemented before they have been notified to and reviewed by the Competition Authority.

1.1. Summary of new legal provisions of competition law and related legislation

13. An independent Competition Appeals Board was established in 2017. Related regulations were finalized in detail in 2019.
14. September 2017, the director generals for the competition authorities of the Nordic countries signed a co-operation agreement between the respective competition authorities. The preceding 15-year-old agreement has now been revised following the OECD recommendation concerning International Co-operation on Competition Investigations and Proceedings of 2014 as well as the Council Regulation (EC) No 1/2003 (in particular Articles 12 and 22), and provides for ia. cross-border exchange of confidential information as well as investigative assistance. Norwegian ratification was finalized medio 2019, and all of the Nordic countries are expected to have joined by 2020.

1.2. Other relevant measures, including new guidelines

15. After court judgments in two cases about open tender collusion, the NCA has put extra effort in giving guidance about this type of infringement, especially in presentations on seminars for business and industry associations.

16. The NCA published guidelines on case handling in mergers in the end of 2017. In 2018, we have focused on making these guidelines well known among the most important target groups.

1.3. Government proposals for new legislation

17. In 2016, a committee was appointed by the government to review the terms of competition between public and private firms, ie. to what extent existing terms of competition between public and private firms are neutral and comply with EU/EEA state aid rules. The mandate of the committee included the following issues:

- to identify different factors that could affect competition neutrality
- identify public activities that are exempt from tax and covered by the unlimited guarantees which also constitute economic activity and subject to the EEA-agreement's rules regarding incompatible state aid
- assess to what extent the current Norwegian rules comply with the EEA-framework on state aid
- do an empirical assessment of the extent of eventual problems and finally:
- propose measures that are necessary to bring current framework in line with the EEA agreement as well as measures that preferably should be implemented to ensure competition neutrality and efficient use of resources, while at the same time undermining to possibility for public entities to fulfill their mission in a cost-effective manner

18. The committee delivered its recommendations in January 2018. The main recommendations by (the majority) of the government committee) were:

- a duty to apply a proper, consistent and transparent separation of accounts, as well as the application of transparent and objectively justifiable cost accounting principles, but no duty to corporatize economic activity within a public entity
- a duty to adhere to the Market Economy Operator Principle (MEOP), thus ensuring that the unlimited guarantee for economic activity with public entities not constitute illegal aid (by majority of committee;
adhering to the MEOP implies that the value of the guarantee would be priced, in the same way as a private investor would put a price on providing a guarantee.

economic activity should be subject to taxes in the same way as other private economic activity.

a certain threshold relating to turnover was preferred to determine if the economic activity should be subject to tax.

control measures should be introduced to ensure that public entities adhere to MEOP, even when the activity would not be subject to EEA-state aid regulations.

19. It can be added that a majority of the committee recommended that the Norwegian Competition Authority had the competence to enforce adherence to the proposed regulations.

20. The NCA sent a hearing statement with comments to the report in May 2018. In its hearing statement, the NCA underlined the importance of equal terms of competition between public and private entities to ensure efficient utilization of society's resources. However, the NCA also pointed out that the efficiency principle implies that public entities should be allowed to utilize spare capacity and exploit economies of scale and scope in the same way and based on the same pricing principles as private competitors. In this regard, the NCA emphasized the importance of not applying the MEOP principle in the EU/EEA state aid context in a way that restricts socio-economic efficiency and ultimately: competition. In the hearing statement, the NCA also expressed clearly that it shares the (majority of the) committee’s recommendation with regard to a duty to have separate accounts and not imposing a duty to corporatize.

21. The Norwegian groceries market is characterized by high degree of concentration with only three main retail chains, high entry barriers and no new entry in any of the other retail segments (soft discount, supermarkets etc.) after Lidl left the market after only three years in 2007. In July 2018, the Ministry of Trade, Industry and Fisheries gave an assignment to the NCA to contribute to the Government’s work in following up the Parliament decision to identify measures to increase competition in the grocery sector. In the supplementary allocation letter there were four subjects that the Norwegian Competition Authority was asked to give its professional contribution on:

- analysis of the conditions for competition in the grocery marked
- ban on unfair trading practices in the food supply chain
- analysis of prohibition of price discrimination by dominating suppliers
- conditions related to distribution

22. Furthermore, in June 2019, it was announced that the Government also will increase the NCA capacity and efforts to enforce the Norwegian Competition Act in the grocery sector. In that regard, an additional amount of NOK 6.5 million was allocated to the Authority for the fiscal year 2019. The extra funding will be used:

- to increase the capacity of the Authority with 6-7 full-time employees, and establish a stable core of employees who will focus on the grocery sector
- to prioritize increased visibility and closer contact with market players
- to increase the follow-up of tip-offs and complaints
to investigate more cases concerning possible breaches of the Competition Act.

23. To realize the ambitions associated by this extra funding, the NCA has established a grocery task force. The Norwegian Competition Authority has also been asked to contribute to the preparation of the planned White Paper on the grocery market, which is to be presented during the 2020 spring session of the Parliament.

2. Enforcement of competition laws and policies

24. According to the Competition Act, the primary responsibilities of the NCA are as follows:
   - Monitor adherence by businesses and industry to the Competition Act’s prohibitions against competition-restricting cooperation and abuse of a dominant market position.
   - Ensure that mergers, acquisitions and other forms of concentrations do not significantly restrict competition.
   - Implement measures to increase the transparency of markets.
   - Enforce Articles 53 and 54 of the EEA Agreement.
   - Call attention to any restrictive effects on competition of public measures and, where appropriate, submit proposals aimed at furthering competition and facilitating market access by new competitors.

25. The main responsibility for enforcing Norwegian competition regulations, including investigating and responding to offences, is placed with the Norwegian Competition Authority (NCA). The NCA can impose civil reactions for violations (e.g., an administrative fine for the company or companies involved). However, Norwegian Competition law also has its own penal section. The Norwegian National Authority for Investigation and Prosecution of Economic and Environmental Crime has the responsibility for carrying out criminal investigations, including competition crime. Normally, cases referred by the NCA to the Public Prosecution Authority will be of a very severe nature. (The NCA has not referred any case since the new Competition Act from 2004 entered into force).

2.1. Action against anticompetitive practices, including agreements and abuses of dominant positions

26. Activities of the NCA, as in cases that are not decided upon, are summarized first, followed by a description of cases handled by court. Cases that were closed by decisions are summarized under '2.1.3 Description of significant cases' below.

2.1.1. Summary of activities

27. In 2018, the NCA secured evidence in two separate cases, one concerning the market of books, and the other in the grocery market.

28. Since 2017, information at an aggregate level on dawn raids the NCA conducts has been published on the NCA’s website. The information presented are market, type of infringement and status of the investigation.
29. In addition to these investigations, the NCA continued its market monitoring in the wholesale market for electricity, the fuel market, the grocery market and the domestic air transport market.

30. Leniency was introduced by the Competition Act of 2004. The threshold for seeking leniency appears to be relatively low. However, some of the NCA’s larger cases have been the result of the leniency program. Notably, in 2017, the amount of leniency applications more than doubled compared to previous years. In 2018, however, this number dropped again. A 2017-survey clarified the lack of knowledge about leniency among business leaders in Norway. The NCA initiated an information campaign in 2018 to make leniency more known. A 2018-survey showed that knowledge was somewhat better in industry associations and this could mean the information campaign has had effect.

Table 2. Applications for leniency 2013-2018

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31. The NCA has adopted a more proactive approach to discover cartels. In that regard, several projects on uncovering cartels *ex officio* have been initiated since 2017. One project benefits from active participation in the European Competition Network (ECN) Cartel Working Group's project on how competition authorities deal with informants. Parallel to this project, the staff of the chief economist has started projects on cartel screening by methods that were discussed at the OECD workshop for competition officials in January 2018.

2.1.2. Description of significant cases, including those with international implications

Decision in 2018: Abuse of dominant position by Telenor

32. June 2018, the NCA decided to impose a fine amounting to 788 MNOK (approximately 83.5 MEUR). The fine is record high reflecting that the mobile market is large and important. Telenor has a considerable turnover in this market, and the infringement is considered a serious breach of the Norwegian Competition Act.

33. The case started with unannounced inspections at the premises of Telenor Norge and Telenor ASA, December 2012. Norway is one of the few countries in Europe having only two mobile network providers with nationwide coverage: Telenor and Telia. From 2007 onwards, Network Norway and Tele2 established a third mobile network in Norway. The entry of a third network has been crucial in order to increase competition in the Norwegian mobile market. During the network roll-out phase, Telenor was required to provide access to its network in areas where the third network was not yet present. In 2010, Telenor changed the conditions in its network access agreement with Network Norway, thus reducing Network Norway's incentives to continue the rollout of the third mobile network. The decision was appealed, and the Competition Appeals Board upheld our decision.
2.1.3. Summary of development in cases that were appealed

34. Before April 1, 2017, the NCA's decisions to issue administrative fines in cartel and abuse of dominance cases could be appealed to the court of first instance in the ordinary court system. Decisions to intervene in merger cases had to be appealed to the Ministry for Industry, Trade and Fisheries. In April, the Competition Appeals Board was formally established. The Board shall consider appeals against all decisions and rulings in merger cases, decisions issuing fines for abuse of dominance and collusive behaviour (as well as decisions relating to access to file and duty to provide information etc.). Decisions by the Competition Appeals Board may be appealed to the Gulating Appeals Court and ultimately to the Supreme Court.

35. Outcomes in 2018 against appeals were as follows:

36. In 2018, the first case dealt with by the new Competition Appeals Board, confirmed our view that six enterprises in the electrical sector violated the Norwegian Competition Act. However, the fines were reduced. This court decision was not appealed.

37. Moreover, Oslo District Court upheld our decision that a group of publishing companies infringed the Competition Act when they exchanged information and boycotted the distributor Interpress. Also in this case, the fines were reduced. In September 2018, two of the parties decided to appeal the outcome to the court of 2nd instance. This court case is due in 2020.

38. Relating to two separate cases, parties issued complaints concerning access to file. The NCA's decisions to not allow access to internal documents were upheld by the Competition Appeals Board. Another decision on obligation to notify a merger was also upheld. Otherwise, demands on covering legal costs were only partly upheld. This decision has been appealed to the Ministry.

2.2. Mergers and acquisitions

2.2.1. Statistics on number, size and type of mergers notified and/or controlled under competition laws

39. The number of notifications of mergers and acquisitions has been quite stable since the threshold levels were increased significantly in January 2014. In 2018, the NCA received 111 notifications.
40. The significant falls in 2007 and 2014 were due to increasing thresholds. With the higher thresholds, there is a higher risk that some mergers and acquisitions potentially of concern will not be notified. In order to still be able to follow developments in highly concentrated markets, the NCA has the power to oblige actors in certain markets with high concentration to notify all acquisitions, e.g. in markets like power production and the groceries market. The NCA considers continuously whether more actors should be obliged to send these notifications.

41. Moreover, in addition to this obligatory notification requirement, the NCA has the power to impose a duty to notify a concentration it has become aware of, if there is reason for concern concerning the effects on competition of the merger. This duty to notify has to be submitted to the parties within three months after the merger contract is signed or carried out (whichever comes first).

42. In addition to assessing notified mergers, the NCA monitors mergers that previously had been approved with remedies. In most of these cases a monitoring trustee, appointed by the NCA, makes sure conditions are met.

43. Notably, 96 per cent of notified mergers were cleared within the legal limit of 25 days for phase 1. This is a reflection of efforts to enhance efficient case handling with a focus on front-loading resources in the case – with results obviously of importance for the parties involved as well as freeing internal resources for other prioritized cases.

44. Summaries of the most significant merger cases in 2018 are presented below.
2.2.2. **Summary of significant cases**

45. In December 2017, the Authority notified it would possibly block the establishment of a joint undertaking (Nordic Port Services) by Greencarrier Shipping & Logistics AS, DFDS Logistics AS and Seafront Group AS. In January 2018, the parties announced the merger was abandoned.

46. One merger and one acquisition went to phase II in 2018, in both cases resulting in required remedies for approval. Structural remedies were a requirement for approval of ST1 acquisition of Statoil Fuel & Retail in the market for marine fuel oil. Behavioral remedies were accepted in the Vipps merger, where a requirement for approval was that potential entrants to the market for payment services should have access on non-discriminatory terms to BankID and BankAxept, core elements of the national payment system in Norway. Vipps is a mobile paying method used by an increasing amount of Norwegians.

3. The role of competition authorities in the formulation and implementation of other policies, e.g. regulatory reform, trade and industrial policies

3.1. **Cooperating bodies.**

47. The NCA holds regular meetings for information and contact purposes with sector regulators such as the Financial Supervisory Authority of Norway, the Norwegian Communications Authority, the Norwegian Water Resources and Energy Directorate, the Consumer Authority and the Norwegian Consumer Council.

48. The contact with some of these bodies is formalised by cooperation agreements which provide a better framework to exchange information. Meetings are both on regular and ad hoc basis, depending on whether there are cases where both competition policy and sector based regulations are essential.

49. The NCA has contact with other public institutions depending on priorities in advocacy, e.g. meetings with the Agency for Public Management and eGovernment to discuss possibilities to enhance competition in public procurement.

3.2. **International cooperation.**

50. For the NCA, international cooperation has a high priority; with the Nordic network, the ECN, ICN and the OECD as the most important networks. The NCA aims to be an active contributor to these networks, and submits written contributions for OECD Competition Committee as well as presents cases in ECN Working Groups. From 2018, the NCA is a co-chair of the ICN Advocacy Working Group. As co-chair, the NCA was involved in the planning of a workshop in Ukraine together with the Antimonopoly Committee of Ukraine in February/March 2019.

51. In addition, the NCA has regular contact with the EFTA Surveillance Authority on ongoing cases with a cross-border dimension. The NCA also has informal cooperation with other authorities on a bilateral basis.

52. The cooperation with the Nordic competition authorities is institutionalised in an agreement, which was revised in 2017. Please see section 1.3 above for more information.
3.3. Expressing competition concerns related to existing or proposed regulations

53. Related to advocacy, we work to extend the competition frontier. According to section 9 of the Competition Act, the NCA shall supervise competition in the various markets, i.a. by implementing measures to promote market transparency, and by calling attention to any restrictive effects on competition caused by public measures (Section 9e). In its advocacy role, the NCA especially focuses on regulations harming competition.

54. By acting as a hearing body, the NCA ensures that the competition perspective is given due consideration when new policies are being adopted. The Authority prioritises cases where its influence is most likely to result in a positive outcome for competition. This has shown to be an effective use of resources.

55. In 2018, the NCA issued 10 hearing statements, first and foremost expressing concerns related to consequences for competition of proposed laws and regulations.

56. The NCA has for many years advocated the urgent need for regulatory changes in the taxi market. In September 2018, the government proposed changes in accordance with our suggestions. With minor changes, these changes were enacted Medio 2019.

57. The NCA's advocacy efforts were in 2018 and 2019 also focused on the book market where an agreement between the Norwegian Publishers Association and the Norwegian Book Sellers Association stipulating fixed book prices as a mean to achieve cultural policy goals are exempt from the competition law by regulation. An agreement at the branch association level, with a loyalty clause, enhances the NCA's competition concerns even more than if each publisher individually stipulated fixed prices at the retail level. The NCA consider that cultural policy goals can be effectively achieved by more direct measures. Notably, a host of powerful measures are already in place. Furthermore, the NCA argue that competition will pave the way for active use of price to sell more books – new and old, more innovation, new business models and new platforms for the sale and distribution of books in existing and new formats, not the least eBooks and audiobooks.

58. In addition, the Ministry has instructed the Authority to pay particular attention to the retail grocery sector. The market is highly concentrated at both the retail and the wholesale level, as well as for major grocery products. In mid-2018, the NCA was instructed by the Ministry to conduct a market study focusing on market structure and competition in the groceries sector, and to provide input to the Ministry's work to follow up the Norwegian Parliament's decision to implement measures to enhance competition to the benefit of consumers in this sector. In 2019, the NCA received extra funding in order to increase capacity to enforce the competition law and to identify measures that can lead to enhances competition in this sector.

59. As mentioned above, NCA commissioned a survey among business managers in the winter 2016/17. As part of the survey, the NCA received almost 700 comments indicating regulations possibly restricting competition. This feedback was assessed throughout 2018 using the OECD Competition Assessment Toolkit as a reference. The NCA published an article stressing the effects of merger control and other enforcement. In winter 2017/18 a new survey was held among politicians, business associations, academics and administrative employees in public organizations. The results show our information work has effect.
3.4. Other outreach activities

60. The authority has been active in media explaining the importance of solid enforcement of the competition law, and the direct effects of enforcement for consumers. The survey mentioned above indicated that business leaders do not have sufficient information on competition law, especially relating to leniency. In 2018, the NCA had several ongoing campaigns to enhance knowledge based on the findings of the survey.

61. The Director General and NCA employees are active in the media, eg. by regular publishing op-eds in eg. the leading national business newspapers and by giving speeches on current issues of concern to the Authority. In 2018, the activity resulted in 25 op-eds and 36 presentations in various fora, as eg. branch association meetings.

4. Resources of the competition authorities

4.1. Resources overall (current numbers and change over previous year)

4.1.1. Annual budget (in NOK and USD):

62. The annual budget for the NCA for 2018 was 112.8 MNOK (approximately 12 MEUR).

4.1.2. Number of employees (person-years):

63. The NCA's personnel resources amounts to 86.6 (against 82.5 in 2017) person-years, including administrative staff and PR-staff.

4.2. Human resources (person-years) applied to mergers, anti-cartel, dominance-related issues and advocacy

64. The NCA is organized by sector. Thus, the case handlers are organized in market departments with responsibilities towards specific markets. All case handlers work with all types of competition cases within the markets allocated to the department. In addition, the NCA has an investigations staff with approximately five staff members dedicated to investigations in cartel and abuse of dominance cases, as well as international network activities. The staff also includes specialists in forensic IT. The investigations staff supports the market sections in cartel cases.

65. Specialized legal and economic support and quality assurance is provided by the legal director's team and the chief economist's team, respectively.

66. In principle, all case handlers can be engaged in advocacy work. Notably, there is a close cooperation between the department of communications and the other departments to maximize media attention related to outcome of cases and advocacy work more generally.

67. The NCA uses an internal activity-monitoring tool. Administrative tasks and training/competence excluded, resources registered on the different core activities were in 2018:

- Merger review and enforcement: 20 – 25 %
- Enforcement against anticompetitive practices - Anti-cartel: 20 – 25 %
- Enforcement against anticompetitive practices - Dominance-related issues: 15 %
- Other (eg, advocacy): 35 – 40 %

68. 'Other' refers to advocacy, various requests by the Ministry, market monitoring and international activities. Competence building took around 8.5 %, partly due to many new employees.

69. We have succeeded in building a staff of highly qualified and experienced case handlers. Ten per cent of our employees have a Ph.D. In 2018, we have worked to develop overall and individual plans for competence and career development, train project managers, assemble efficient and multidisciplinary teams and develop mechanisms for sharing knowledge. Turnover is at an acceptable level.

5. Summaries of or references to new reports and studies on competition policy issues

70. In 2014, the government gave the NCA the responsibility to allocate funds for research in competition law and economics in the order of approximately 6 million NOK per year (approximately 0.65 MEUR). Funds are allocated annually.

71. The purpose of the grants is to strengthen competition policy research and facilitate knowledge sharing between competition authorities and academia. Educational and research institutions, enterprises and independent individuals can apply for funding.

72. The NCA has since 2017 increased its focus on making the results of the research projects more widely known.

73. After the application round in 2018, 5 new projects or activities received funding, ia. a project with the title "Between predation and bid rigging: Competition issues in procurement markets". These projects will improve the knowledge basis for competition enforcement, and contribute to strengthen the ties between the academic community and the competition authority.

74. Papers based on research projects that are finished are published on the NCA's website: https://konkurranseetilsynet.no/forskning/forskningsrapporter/.