



Customer Service and Risk Management

Description	Industry	2000 Industry Rate	2001 Industry Rate	% Change 2000 - 2001
Acoustic Materials- Sell/Install	42141	\$4.58	\$5.76	25.8%
Administer Out of Province Ops	86921	\$0.25	\$0.27	8.0%
Advertising Agencies	86200	\$0.25	\$0.27	8.0%
AGPS - Health/Social/Field Svces	93201	\$0.46	\$0.49	6.5%
AGPS - Operations/Trades/Tech	93202	\$0.67	\$0.85	26.9%
AGPS - Regulatory	93200	\$0.18	\$0.17	-5.6%
Air Service - Regular	50104	\$0.76	\$0.88	15.8%
Air Svce - Charter 12,500 lbs or Less	50106	\$0.76	\$0.88	15.8%
Air Svce - Charter Over 12,500 lbs	50105	\$0.76	\$0.88	15.8%
Air Svce - Scheduled Commercial	50100	\$0.76	\$0.88	15.8%
Aircraft - Ground Support Svces	50200	\$0.76	\$0.88	15.8%
Alliance Theatre Trust Funds	85934	\$0.29	\$0.34	17.2%
Aluminum/Metal Extrusion	29600	\$1.86	\$2.12	14.0%
Animal Health Services	02104	\$0.33	\$0.49	48.5%
Animal Shelters/Pounds	02116	\$0.72	\$0.81	12.5%
Apiaries	01900	\$1.58	\$1.87	18.4%
Appliances - Sale & Svce	67604	\$0.72	\$0.88	22.2%
Arcades	85922	\$0.72	\$0.81	12.5%
Architects	86409	\$0.21	\$0.23	9.5%
Arenas/Stadiums - Operation of	85919	\$0.72	\$0.81	12.5%
Armoured Car Services	86907	\$0.96	\$1.06	10.4%
Artificial Stone Products - Mfg	34702	\$2.34	\$2.29	-2.1%
Artists/Entertainers/Performers	85914	\$0.29	\$0.34	17.2%
Asphalt Roofing Products - Mfg	27200	\$1.47	\$1.78	21.1%
Auctions - NEC	69901	\$0.72	\$0.88	22.2%
Auto Dealers	65600	\$0.83	\$1.08	30.1%
Auto Wreckers	62701	\$1.53	\$1.88	22.9%
Automobile Body Repairs	65800	\$1.46	\$1.71	17.1%
Awnings/Tents/Tarps - Mfg/Repair	22101	\$1.88	\$1.83	-2.7%
Bakeries	12900	\$2.02	\$2.43	20.3%
Banks/Financial Services	70200	\$0.24	\$0.26	8.3%
Beauty/Barber Shops and Schools	87200	\$0.53	\$0.68	28.3%
Beet Sugar Processing	13300	\$2.00	\$2.40	20.0%
Boards, Agencies, Comm (B/A)	93113	\$0.25	\$0.27	8.0%
Boards, Agencies, Comm (compul)	93109	\$0.25	\$0.27	8.0%
Book/Stationery Stores/etc	69100	\$0.38	\$0.44	15.8%
Boring - Horizontal/Angular	42103	\$3.22	\$3.74	16.1%
Bowling Alleys/Billiard Parlours	85300	\$0.72	\$0.81	12.5%
Breweries	14500	\$1.62	\$1.43	-11.7%
Brick/Masonry Construction	42102	\$3.63	\$4.69	29.2%
Bulk Petroleum Dealers	60800	\$1.08	\$1.02	-5.6%
Bus - School	50801	\$1.20	\$1.32	10.0%
Bus Depots	50802	\$1.38	\$1.70	23.2%
Bus Lines	50800	\$1.36	\$1.68	23.5%
Business Svcs - NEC	86901	\$0.25	\$0.27	8.0%
Cabinets/Counters - Asmb/Install	42133	\$1.70	\$1.17	-31.2%
Caisson Operations	42159	\$3.63	\$4.69	29.2%
Candy Mfg	13101	\$2.02	\$2.43	20.3%
Cardboard Box/Tubing/Bag - Mfg	27300	\$2.43	\$1.95	-19.8%
Casinos/Dance Halls	85916	\$0.72	\$0.81	12.5%
Catering - Industrial Camps	87505	\$2.26	\$2.12	-6.2%
Catering, NEC	87502	\$0.81	\$0.95	17.3%



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Cathodic Protection Service	51504	\$0.76	\$0.95	25.0%
Cement Mfg Including Quarrying	34101	\$1.14	\$1.19	4.4%
Cemeteries	87900	\$0.42	\$0.52	23.8%
Charitable Associations	89104	\$0.25	\$0.27	8.0%
Chemical Products - Pckg/Dist	37902	\$0.53	\$0.65	22.6%
Churches/Religious Orders	83100	\$0.42	\$0.52	23.8%
Cities	95104	\$0.90	\$1.05	16.7%
Clay Bricks - Mfg	35200	\$1.47	\$1.78	21.1%
Clean - High Rise External Windows	89703	\$1.82	\$2.19	20.3%
Cleaning Svces - Mobile Pressure	09902	\$3.03	\$3.20	5.6%
Closed Circuit TV/Cablevision	54301	\$0.28	\$0.30	7.1%
Clothing/Yard Goods Stores	66900	\$0.38	\$0.44	15.8%
Coal/Wood Yards	69301	\$1.34	\$1.41	5.2%
Colleges	80103	\$0.25	\$0.26	4.0%
Compressors/Power Unit - Mfg	62304	\$1.15	\$1.31	13.9%
Concrete Construction	42104	\$3.63	\$4.69	29.2%
Concrete Products Mfg	34700	\$2.34	\$2.29	-2.1%
Construction - Industrial	40400	\$2.53	\$2.89	14.2%
Construction - Residential	40401	\$2.53	\$2.89	14.2%
Consultant - Environment/Agric	86414	\$0.21	\$0.23	9.5%
Consultant - Management	86902	\$0.25	\$0.27	8.0%
Corps of Commissioners	89913	\$0.96	\$1.06	10.4%
Crests/Pennants - Mfg/Repair	22900	\$0.81	\$1.08	33.3%
Culture Media Mfg	37401	\$0.33	\$0.49	48.5%
Dairy Products Processing	10500	\$2.00	\$2.40	20.0%
Day Homes/Day Care Centres	82801	\$0.72	\$0.69	-4.2%
Dental Laboratories/Mechanics	82700	\$0.33	\$0.49	48.5%
Department/General Stores	64200	\$0.72	\$0.88	22.2%
Document Storage/Exchange	52705	\$0.25	\$0.27	8.0%
Domestic Help - Homeowner Only	87300	\$1.82	\$2.19	20.3%
Doors/Windows - Mfg/Install	42121	\$2.14	\$2.79	30.4%
Draft/Design - Incl Graphics/Software	86913	\$0.21	\$0.23	9.5%
Drapes/Linens - Mfg/Repair/Inst	22901	\$0.81	\$1.08	33.3%
Drilling - Oil/Gas Wells	09600	\$3.01	\$3.57	18.6%
Drilling - Rathole/Rig Anchor	09904	\$3.23	\$3.74	15.8%
Drilling - Shot Hole	09201	\$3.19	\$3.70	16.0%
Drilling - Water Well/Deep Core	42130	\$3.19	\$3.70	16.0%
Drug Stores	68100	\$0.38	\$0.44	15.8%
Dry Cleaners	87401	\$1.15	\$1.42	23.5%
Drywall/Lathe/Plaster/Stucco/etc	42135	\$4.58	\$5.76	25.8%
Dust Suppression Systems	31507	\$1.71	\$1.97	15.2%
Egg Grading	02112	\$2.02	\$2.43	20.3%
Electric Wiring	42124	\$1.73	\$1.99	15.0%
Electrical Components - Mfg	33902	\$0.61	\$0.67	9.8%
Electronic Equipment - Sell/Svce	42160	\$0.82	\$1.07	30.5%
Electronic Print/Photofinishing	89301	\$0.64	\$0.77	20.3%
Electroplating Auto Parts	65809	\$1.46	\$1.71	17.1%
Elevators/Escalators - Svce/Install	42110	\$1.73	\$1.99	15.0%
Engineering	86400	\$0.21	\$0.23	9.5%
Entertainment Equip - Sales/Svce	67602	\$0.25	\$0.30	20.0%
Envelope Manufacturing	27402	\$0.64	\$0.77	20.3%
Erect - Precast Concrete	42161	\$2.53	\$2.89	14.2%



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Erect - Sheet/Metal Structures	42105	\$2.53	\$2.89	14.2%
Erect - Structural Steel	42106	\$2.53	\$2.89	14.2%
Erect/Dismantle - Storage Tanks	42156	\$2.53	\$2.89	14.2%
Exhibition Associations	89901	\$0.72	\$0.81	12.5%
Farm Implement Dealers	62200	\$0.95	\$0.91	-4.2%
Farms - Grain and Vegetable	01300	\$2.41	\$3.59	49.0%
Farms - Mixed	01700	\$2.41	\$3.59	49.0%
Farms and Ranches - Livestock	01100	\$2.41	\$3.59	49.0%
Federal Gov't Employment Develop	86930	\$0.45	\$0.27	-40.0%
Feed Lot/Corral Cleaning	02105	\$2.17	\$2.54	17.1%
Feed Lots	02109	\$2.41	\$3.59	49.0%
Feed Mills	12301	\$2.04	\$1.93	-5.4%
Fences - Sell/Rent/Install	42127	\$2.19	\$2.57	17.4%
Fertilizer Mfg/Nickel Refine	37201	\$0.32	\$0.39	21.9%
Fibreglass Insulation - Mfg	35401	\$1.47	\$1.78	21.1%
Fibreglass Reinforced Prdcts- Mfg	38500	\$2.34	\$2.29	-2.1%
Field Production Operators	06305	\$0.31	\$0.36	16.1%
Fire Protection Co-operatives	82712	\$1.03	\$1.11	7.8%
Fire Sprinklers - Install/Svce	42144	\$1.73	\$1.99	15.0%
First Nations Operations	95105	\$0.74	\$0.82	10.8%
Fishing/Fish or Fur Farms	04100	\$2.41	\$3.59	49.0%
Flight Operation - Miscellaneous	50203	\$0.76	\$0.88	15.8%
Floor Coverings - Sell/Install	42125	\$2.56	\$2.94	14.8%
Florists, Wholesale and Retail	69200	\$0.72	\$0.88	22.2%
Flour Mills	12400	\$2.04	\$1.93	-5.4%
Flying Clubs/Flight Training	50201	\$0.76	\$0.88	15.8%
Food Process - Misc	13100	\$2.02	\$2.43	20.3%
Food/Convenience Stores	63100	\$1.18	\$1.36	15.3%
Forage Processing	12304	\$2.98	\$3.28	10.1%
Foundries, Iron & Steel	29102	\$3.70	\$4.09	10.5%
Foundry - Non Ferous	29700	\$2.34	\$2.29	-2.1%
Freight Forwarding - Overseas	62904	\$0.25	\$0.27	8.0%
Friendship/Cultural Centres	85909	\$0.73	\$0.95	30.1%
Fruit Juice Processing	11202	\$2.00	\$2.40	20.0%
Fumigating	89704	\$1.82	\$2.19	20.3%
Funeral Services	87700	\$0.42	\$0.52	23.8%
Furnace Cleaning Services	89705	\$1.82	\$2.19	20.3%
Furniture Refinishing	26104	\$2.79	\$4.28	53.4%
Furniture Stores	67601	\$0.72	\$0.88	22.2%
Garbage Collection/Disposal	57901	\$2.96	\$3.21	8.4%
Garden Supply Centre	62908	\$1.58	\$1.87	18.4%
Gas Bars/Car Wash - No Auto Svce	65406	\$1.18	\$1.36	15.3%
General Automotive Repair	65808	\$1.53	\$1.88	22.9%
Geological/Geophysical Services	86411	\$0.21	\$0.23	9.5%
Geophysical Surveys Excl Seismic	86405	\$0.21	\$0.23	9.5%
Golf Clubs/Ranges	85900	\$0.81	\$0.95	17.3%
Grain/Seed Handling Operations	52400	\$0.93	\$1.02	9.7%
Greenhouses/Market Gardens	01901	\$1.58	\$1.87	18.4%
Guiding/Rafting/Pack Trains	51902	\$0.81	\$0.95	17.3%
Gypsum Board - Mfg	34500	\$1.47	\$1.78	21.1%
Hardware/Auto Parts Stores/etc	67300	\$0.72	\$0.88	22.2%
Harvesting/Baling - Custom	02110	\$2.41	\$3.59	49.0%



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Hatcheries - Commercial	02102	\$1.58	\$1.87	18.4%
Health Units	82705	\$0.89	\$1.07	20.2%
Health/Allied Service - Misc	82701	\$0.33	\$0.49	48.5%
Heat Treating/Stress Relieving	30101	\$1.96	\$2.23	13.8%
Heat/Cooling Equipment Mfg	30700	\$1.30	\$1.57	20.8%
Heating Systems - Fab/Install	42117	\$1.73	\$1.99	15.0%
Heavy Machine/Equip - Install/Svce	42109	\$2.53	\$2.89	14.2%
Heavy Oil/Oilsands - R & D	06601	\$0.29	\$0.33	13.8%
Helicopter Service	50107	\$0.76	\$0.88	15.8%
Home Improvement Centres	25403	\$1.34	\$1.41	5.2%
Home Provisioner/Butcher Shops	63103	\$1.18	\$1.36	15.3%
Home Support Services	82704	\$0.89	\$1.07	20.2%
Hospitals/Acute Care Centres	82100	\$0.89	\$1.07	20.2%
Hostels	87510	\$0.72	\$0.95	31.9%
Hotels/Convention Centres	87503	\$0.85	\$0.99	16.5%
Household Appliance - Svce Only	67802	\$0.72	\$0.88	22.2%
Industrial Belting - Install/Svce	16902	\$1.15	\$1.31	13.9%
Industrial Camp Trailers - Rental	89922	\$1.39	\$1.40	0.7%
Industrial Coating Services	42139	\$2.93	\$4.07	38.9%
Industrial Electric Equipment - Mfg	33606	\$1.96	\$2.23	13.8%
Industrial Gases - Mfg	37805	\$0.32	\$0.39	21.9%
Industrial Plant Maintenance	42129	\$2.55	\$2.89	13.3%
Industrial Supply Stores	62303	\$0.53	\$0.65	22.6%
Industrial/Oilfield Equip - Rent	89910	\$1.40	\$1.43	2.1%
Inspection Services- Visual, NEC	86922	\$0.77	\$0.95	23.4%
Institutes of Technology	80311	\$0.25	\$0.26	4.0%
Instrumentation - Mfg	38100	\$0.61	\$0.67	9.8%
Insurance Companies	73501	\$0.25	\$0.27	8.0%
Interior Designing	86923	\$0.21	\$0.23	9.5%
Inventory Services	86909	\$0.72	\$0.88	22.2%
Investigative Services	89924	\$0.96	\$1.06	10.4%
Irrigation/Drainage District	57601	\$1.03	\$1.11	7.8%
Janitor Services	89701	\$1.82	\$2.19	20.3%
Jewellery Stores	69500	\$0.38	\$0.44	15.8%
Jewelry - Mfg	38200	\$0.61	\$0.67	9.8%
Kennels/Pet Grooming	02117	\$0.72	\$0.81	12.5%
Kindergartens	80106	\$0.56	\$0.69	23.2%
Land/Permit Man Services	73702	\$0.29	\$0.33	13.8%
Landscaping	02100	\$2.19	\$2.57	17.4%
Lapidary Services	38201	\$0.61	\$0.67	9.8%
Laundries - Commercial	87400	\$1.15	\$1.42	23.5%
Laundromats - Coin Operated	87402	\$1.15	\$1.42	23.5%
Lawn Maintenance	02103	\$2.17	\$2.54	17.1%
Leather Goods - Mfg/Repair	17900	\$0.81	\$1.08	33.3%
Legal Services	86600	\$0.25	\$0.27	8.0%
Library Boards	80700	\$0.25	\$0.26	4.0%
Light Fixtures - Mfg/Asmb	33900	\$0.61	\$0.67	9.8%
Light Metal Products- Asmb/Install	31501	\$0.82	\$1.07	30.5%
Lime Mfg Including Quarrying	34300	\$1.14	\$1.19	4.4%
Liquor/Wine - Mfg	14300	\$1.62	\$1.43	-11.7%
Liquor/Wine/Beer Sales Outlets	63105	\$1.18	\$1.36	15.3%
Live Theatres/Ballet	85918	\$0.29	\$0.34	17.2%



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Livestock Auctions/Stockyards	60201	\$2.47	\$2.97	20.2%
Logging - Woodlands Operations	03100	\$3.84	\$4.07	6.0%
Long Term Care Facilities	82808	\$0.89	\$1.07	20.2%
Macaroni Process	13904	\$2.02	\$2.43	20.3%
Machinery/Equip NEC - Sales/Svce	62302	\$0.91	\$1.03	13.2%
Machining	30801	\$1.49	\$1.53	2.7%
Maid Services	87301	\$1.82	\$2.19	20.3%
Mailing List/Manuscript Research	86918	\$0.25	\$0.27	8.0%
Malt Mfg	13900	\$2.07	\$1.96	-5.3%
Manpower Services - Office Staff	86906	\$0.25	\$0.27	8.0%
Manpower Svces - Industrial Labour	86911	\$2.53	\$2.89	14.2%
Manufactured Home Parks	87500	\$0.72	\$0.95	31.9%
Map Making	86410	\$0.21	\$0.23	9.5%
Meat Processing	10100	\$3.02	\$3.62	19.9%
Mechanical Insulation - Install/Svce	42184	\$2.53	\$2.89	14.2%
Medical Centre - Private	82500	\$0.33	\$0.49	48.5%
Medical Equipment - Sales/Svce	33901	\$0.25	\$0.30	20.0%
Medicine/Vitamins Mfg	37402	\$2.00	\$2.40	20.0%
Metal Furniture Mfg	26401	\$1.96	\$2.23	13.8%
Metal/Porcelain Prod. - Coating	30403	\$1.49	\$1.53	2.7%
Mine/Refine - Salt	07700	\$0.39	\$0.39	0.0%
Mining - Open Pit	06110	\$1.19	\$1.19	0.0%
Mining - Underground	06100	\$2.00	\$1.51	-24.5%
Mobile Equipment Dealers	62201	\$1.24	\$1.54	24.2%
Mobile Equipment Operation	40604	\$2.19	\$2.57	17.4%
Monument/Tombstone Dealers	35301	\$0.82	\$1.07	30.5%
Move Buildings	42155	\$3.52	\$4.37	24.1%
Movie Theatres	85100	\$0.29	\$0.34	17.2%
Movie/Film/Video/ Production	85907	\$0.29	\$0.34	17.2%
Mud Logging Services	09900	\$0.24	\$0.27	12.5%
Municipal Districts	95102	\$1.06	\$1.14	7.5%
Museums & Art Galleries	80701	\$0.25	\$0.26	4.0%
Mushroom Producers/Bait Farms	01903	\$1.58	\$1.87	18.4%
NDT Testing Incl Visual Inspect	51502	\$0.80	\$0.98	22.5%
Newspaper/Flyer Distribution	86202	\$0.64	\$0.77	20.3%
Novelty/Gift/Hobby Stores/etc	69904	\$0.38	\$0.44	15.8%
Nurseries - Tree/Shrub	01904	\$2.17	\$2.54	17.1%
Office Equipment - Sales/Svce	62300	\$0.25	\$0.30	20.0%
Oil & Gas - Upstream	06300	\$0.31	\$0.36	16.1%
Oil Field Maint/Construction	06304	\$2.53	\$2.89	14.2%
Oil/Gas Meters - Inspect/Test	51503	\$0.76	\$0.94	23.7%
Oilfield Downhole Services	09911	\$1.37	\$1.38	0.7%
Oilfield Services - Sump Pit	09927	\$3.05	\$3.23	5.9%
Oilfield Svces - Christmas Tree	09921	\$1.37	\$1.38	0.7%
Oilsands Operations	06600	\$0.39	\$0.39	0.0%
Operate - Metis Settlements	95108	\$0.75	\$0.83	10.7%
Ophthalmic Dispensing	38101	\$0.33	\$0.49	48.5%
Outdoor Advertising	39701	\$1.88	\$1.83	-2.7%
Outdoor Recreation	87600	\$0.81	\$0.95	17.3%
Overburden Removal	06111	\$1.19	\$1.19	0.0%
Overhead Cranes - Service Only	31508	\$1.73	\$1.99	15.0%
Overhead Doors - Install/Repair	30302	\$2.14	\$2.79	30.4%



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Packing/Crating - Custom	51705	\$1.94	\$2.49	28.4%
Painting/Decorating	42111	\$2.93	\$4.07	38.9%
Panelboard - Mfg	27103	\$1.13	\$1.62	43.4%
Parking Facilities/Storage Garages	51701	\$0.72	\$0.81	12.5%
Paving Stone - Sell/Install	42115	\$3.63	\$4.69	29.2%
Paving/Surfacing	40602	\$2.19	\$2.57	17.4%
Peat Moss - Harvest/Process	07900	\$2.98	\$3.28	10.1%
Peel/Point - Posts	25900	\$2.29	\$2.29	0.0%
Personnel Recruitment Agencies	86920	\$0.25	\$0.27	8.0%
Pet/Seed/Feed Stores	69914	\$0.72	\$0.88	22.2%
Petrochemicals - Mfg	37801	\$0.32	\$0.39	21.9%
Phone Equipment - Mfg/Install	33500	\$0.61	\$0.67	9.8%
Physiotherapy Centres	82703	\$0.33	\$0.49	48.5%
Picture Frame, Case, Casket - Mfg	39901	\$1.43	\$1.26	-11.9%
Pipe Cleaning/Coating	30407	\$1.96	\$2.23	13.8%
Pipeline Cleaning	51500	\$0.29	\$0.33	13.8%
Pipeline Construction	40905	\$2.19	\$2.57	17.4%
Pipeline Transmission - Oil/Gas	51501	\$0.30	\$0.34	13.3%
Plastic Products - Mfg	37301	\$1.86	\$2.12	14.0%
Play Schools	82812	\$0.72	\$0.69	-4.2%
Plumbing/Mechanical Contracting	42122	\$1.73	\$1.99	15.0%
Pottery - Mfg	69903	\$0.61	\$0.67	9.8%
Poultry Loading Services	01103	\$3.02	\$3.62	19.9%
Power Line - Construct/Remove	40901	\$2.19	\$2.57	17.4%
Pre-Mixed Cement - Mfg	34100	\$1.47	\$1.78	21.1%
Printing/Book Binding	28600	\$0.64	\$0.77	20.3%
Private Clubs	87508	\$0.72	\$0.81	12.5%
Procuring Soil Samples	42150	\$3.19	\$3.70	16.0%
Professional/Trade Associations	89101	\$0.25	\$0.27	8.0%
Propane Dealers	69300	\$1.08	\$1.02	-5.6%
Property Management	89702	\$0.72	\$0.95	31.9%
Prostheses/Orthotics - Mfg/Rpr	38102	\$0.33	\$0.49	48.5%
Publish with Printing	28900	\$0.64	\$0.77	20.3%
Publish without Printing	28800	\$0.64	\$0.77	20.3%
Pulp Mills	27102	\$0.66	\$0.45	-31.8%
Quality Control Svces - Construct	51506	\$0.77	\$0.95	23.4%
Radio/TV Stations	54300	\$0.29	\$0.34	17.2%
Railway Transportation Service	50607	\$0.90	\$0.97	7.8%
Real Estate Dealers/Land Develop	73500	\$0.25	\$0.27	8.0%
Recycle/Salvage/Reclaim - Waste	27400	\$2.90	\$3.14	8.3%
Refine - Crude/Used Oil	36500	\$0.35	\$0.42	20.0%
Refine - Sand/Coal	08701	\$1.14	\$1.19	4.4%
Refractory Linings - Sell/Install	42158	\$3.59	\$4.63	29.0%
Refrigeration Equip- Sales/Svce	89600	\$1.73	\$1.99	15.0%
Rehabilitation Svces for Disabled	82806	\$0.86	\$1.38	60.5%
Remove/Treat - Hazardous Waste	36502	\$1.06	\$1.14	7.5%
Rendering Plants	10104	\$3.02	\$3.62	19.9%
Rent/Erect - Scaffold/Cranes	89928	\$2.53	\$2.89	14.2%
Research/Material Testing Labs	86403	\$0.21	\$0.23	9.5%
Restaurant/Take-out Food Services	87501	\$0.81	\$0.95	17.3%
Riding Academies/Horse Stables	85902	\$2.41	\$3.59	49.0%
Right-of-Way Maintenance	02200	\$2.19	\$2.57	17.4%



Customer Service and Risk Management

Description	Industry	2000 Industry Rate	2001 Industry Rate	% Change 2000 - 2001
Roofing	42118	\$7.69	\$9.70	26.1%
Rope/Carpet - Mfg/Repair	21300	\$0.81	\$1.08	33.3%
Rubber Stamps/Stencils - Mfg	16900	\$0.61	\$0.67	9.8%
Safety Equipment - Sale/Rental	86905	\$0.90	\$1.02	13.3%
Safety/First Aid Training	86927	\$0.25	\$0.26	4.0%
Sales Operations, NEC	62903	\$0.38	\$0.44	15.8%
Sand Blasting	42120	\$2.93	\$4.07	38.9%
Sawmills/Planing Mills	25100	\$2.29	\$2.29	0.0%
School Boards	80102	\$0.56	\$0.69	23.2%
Schools - Business	80301	\$0.25	\$0.26	4.0%
Schools - Dance, Music, Hobby	80305	\$0.25	\$0.26	4.0%
Schools - Driving/Testing	89923	\$0.56	\$0.69	23.2%
Schools - Independent	80105	\$0.56	\$0.69	23.2%
Schools - Industrial Training	80302	\$0.25	\$0.26	4.0%
Scrap/Salvage Dealers	62700	\$3.70	\$4.09	10.5%
Security Services/Industrial Patrols	89902	\$0.95	\$1.05	10.5%
Seed Cleaning Plants	02101	\$2.04	\$1.93	-5.4%
Seismic Survey	09200	\$2.46	\$2.22	-9.8%
Seniors Lodges/Homes	82800	\$0.75	\$1.09	45.3%
Service Station Equip - Sales/Svce	89605	\$1.73	\$1.99	15.0%
Service Stations	65400	\$1.53	\$1.88	22.9%
Sheet Metal Shops	30412	\$1.30	\$1.57	20.8%
Shoe Stores	66300	\$0.38	\$0.44	15.8%
Siding/Eavestrough - Fab./Inst.	42151	\$7.69	\$9.70	26.1%
Signs/Advertising Displays - Mfg	28603	\$1.43	\$1.26	-11.9%
Skating/Curling Rinks, Comm Assn	85901	\$0.72	\$0.81	12.5%
Ski Resorts/Gondolas	85904	\$0.81	\$0.95	17.3%
Small Equip/Appliances - Rental	89908	\$0.72	\$0.88	22.2%
Social/Community Support Svce	89925	\$0.73	\$0.95	30.1%
Sod Growers	01905	\$2.17	\$2.54	17.1%
Soft Drinks/Water/Ice - Mfg	14100	\$1.92	\$2.43	26.6%
Sport Vehicles - Sale/Svce	69915	\$1.39	\$1.40	0.7%
Sporting Equipment/Brooms - Mfg	39300	\$0.61	\$0.67	9.8%
Steel Mfg - Exclude Foundries	29100	\$1.96	\$2.23	13.8%
Steel Pipe Mfg	29200	\$1.50	\$1.88	25.3%
Steel Svce Centre - No Salvage	62500	\$1.50	\$1.88	25.3%
Steel/Metal Fabrication	30100	\$2.03	\$2.30	13.3%
Sulphur Process	06501	\$0.33	\$0.37	12.1%
Supply Medical Personnel	82710	\$0.89	\$1.07	20.2%
Survey - Archaeological	89927	\$0.21	\$0.23	9.5%
Survey - Land/General	86401	\$1.46	\$1.48	1.4%
Switchboard/Electrical Panel - Mfg	33602	\$1.30	\$1.57	20.8%
Tanneries	17200	\$1.47	\$1.78	21.1%
Taxi Cabs/Limousine Service	51200	\$1.38	\$1.70	23.2%
Taxidermists	89916	\$0.61	\$0.67	9.8%
Telecommunication Systems	54501	\$0.28	\$0.30	7.1%
Tennis & Squash Facilities	89907	\$0.72	\$0.81	12.5%
Test - Heat/Air Condition Systems	86413	\$0.77	\$0.95	23.4%
Test/Preserve - Power Poles	40907	\$0.77	\$0.95	23.4%
Tile/Terrazzo - Sell/Install	42113	\$2.56	\$2.94	14.8%
Timber Management	03902	\$3.84	\$4.07	6.0%
Tire Retreading	16300	\$1.53	\$1.88	22.9%



Customer Service and Risk Management

Description	Industry	2000 Industry Rate	2001 Industry Rate	% Change 2000 - 2001
Tires/Rubber Products - Mfg	16901	\$1.47	\$1.78	21.1%
Towing Auto Vehicles	65402	\$2.90	\$3.14	8.3%
Towns	95101	\$0.91	\$1.06	16.5%
Trailers - Sales/Rental with Svce	69912	\$1.39	\$1.40	0.7%
Transit Mix Operations	34800	\$1.84	\$2.24	21.7%
Travel Agency/Motor Association	85925	\$0.25	\$0.27	8.0%
Travelling Sales/Mfg Agents	89100	\$0.38	\$0.44	15.8%
Treating of Timber	25901	\$2.29	\$2.29	0.0%
Trucking - Specialized	50701	\$3.51	\$4.35	23.9%
Trucking Service - General	50714	\$3.02	\$3.53	16.9%
Trucking Service - Oilfield	50720	\$3.47	\$4.31	24.2%
TV/Radio Antennae Installation	42128	\$1.71	\$1.97	15.2%
Underground Sprinkler - Install	42136	\$2.19	\$2.57	17.4%
Universities	80500	\$0.25	\$0.26	4.0%
Upholstered Furniture - Mfg/Repair	26101	\$2.79	\$4.28	53.4%
Utility - Electric	57200	\$0.38	\$0.48	26.3%
Utility - Natural Gas	57400	\$0.50	\$0.56	12.0%
Utility - Water	57602	\$1.03	\$1.11	7.8%
Vacuum Removal - Wet/Dry Waste	06306	\$3.05	\$3.23	5.9%
Vacuum Systems - Asmb/Install	42131	\$0.82	\$1.07	30.5%
Vegetable Oils/Yeast Mfg	13500	\$2.00	\$2.40	20.0%
Vegetables Process/Grade	13905	\$2.02	\$2.43	20.3%
Villages	95100	\$0.91	\$1.06	16.5%
Vinyl Goods - Mfg/Repair	17901	\$0.61	\$0.67	9.8%
Warehousing - Public	52700	\$1.94	\$2.49	28.4%
Waterfowl Preservation	86408	\$0.21	\$0.23	9.5%
Wearing Apparel - Mfg/Repair	24900	\$0.81	\$1.08	33.3%
Welding	89401	\$1.98	\$2.26	14.1%
Well Casing Services	09915	\$3.02	\$3.58	18.5%
Well Servicing with Service Rigs	09903	\$2.89	\$3.55	22.8%
Wholesale Food Distribution	69916	\$1.18	\$1.36	15.3%
Wholesaling - NEC	62900	\$0.64	\$0.82	28.1%
Window/Store Display Ad Services	86201	\$1.43	\$1.26	-11.9%
Wood Products - Mfg	25401	\$2.59	\$2.72	5.0%
Youth/Religious Camps	87603	\$0.81	\$0.95	17.3%
Zoos/Game Farms	80703	\$0.72	\$0.81	12.5%