

Customer Service & Risk Management

		2001 Industry	2002 Industry	Percentage Change
Description	Industry	Rate	Rate	2001 - 2002
A				
Acoustic Materials- Sell/Install	42141	•	\$7.55	31.08
Administer Out of Province Ops	86921	\$0.27	\$0.36	33.33
Advertising Agencies	86200	\$0.27	\$0.36	33.33
AGPS - Health/Social/Field Svces	93201	0.54*	0.67**	24.07
AGPS - Operations/Trades/Tech	93202 93200	0.54* 0.54*	0.67**	24.07 24.07
AGPS - Regulatory Air Service - Regular	50104	\$0.88	0.67** \$1.21	24.07 37.50
Air Svce - Charter 12,500 lbs or Less	50104	\$0.88	\$1.21 \$1.21	37.50 37.50
Air Svce - Charter 12,500 lbs of Less	50105	\$0.88	\$1.21 \$1.21	37.50 37.50
Air Svce - Scheduled Commercial	50100	\$0.88	\$1.21	37.50 37.50
Aircraft - Ground Support Svces	50200	\$0.88	\$1.21	37.50
Alliance Theatre Trust Funds	85934	\$0.34	\$0.40	17.65
Aluminum/Metal Extrusion	29600	\$2.12	\$2.79	31.60
Animal Health Services	02104	\$0.49	\$0.72	46.94
Animal Shelters/Pounds	02116	\$0.81	\$1.03	27.16
Apiaries	01900	\$1.87	\$2.82	50.80
Appliances - Sale & Svce	67604	\$0.88	\$1.20	36.36
Arcades	85922	\$0.81	\$1.03	27.16
Architects	86409	\$0.23	\$0.26	13.04
Arenas/Stadiums - Operation of	85919	\$0.81	\$1.03	27.16
Armoured Car Services	86907	\$1.06	\$1.32	24.53
Artificial Stone Products - Mfg	34702	\$2.29	\$2.63	14.85
Artists/Entertainers/Performers	85914	\$0.34	\$0.40	17.65
Asphalt Roofing Products - Mfg	27200	\$1.78	\$2.62	47.19
Auctions - NEC	69901	\$0.88	\$1.20	36.36
Auto Dealers	65600	\$1.08 \$4.00	\$1.31	21.30
Auto Wreckers	62701	\$1.88 \$4.74	\$2.57	36.70
Automobile Body Repairs	65800 22101	\$1.71 \$1.93	\$2.01 \$2.20	17.54
Awnings/Tents/Tarps - Mfg/Repair	22101	Ψ1.03	ΨZ.ZU	20.22
Bakeries	12900	\$2.43	\$3.21	32.10
Banks/Financial Services	70200	\$0.26	\$0.36	38.46
Beauty/Barber Shops and Schools	87200	\$0.68	\$1.10	61.76
Beet Sugar Processing	13300	\$2.40	\$3.16	31.67
Boards, Agencies, Comm (B/A)	93113	\$0.27	\$0.36	33.33
Boards, Agencies, Comm (compul)	93109	\$0.27	\$0.36	33.33
Book/Stationery Stores/etc	69100	\$0.44	\$0.53	20.45
Boring - Horizontal/Angular	42103	\$3.74	\$3.85	2.94
<b>Bowling Alleys/Billiard Parlours</b>	85300	\$0.81	\$1.03	27.16
Breweries	14500	\$1.43	\$1.58	10.49
Brick/Masonry Construction	42102	\$4.69	\$6.49	38.38
Bulk Petroleum Dealers	60800	\$1.02	\$1.23	20.59



		2001	2002	Percentage
<b>B</b> 1.1		Industry	Industry	Change
Description	Industry	Rate	Rate	2001 - 2002
Bus - School	50801	\$1.32	\$1.80	36.36
Bus Depots	50802	\$1.70	\$2.30	35.29
Bus Lines	50800	\$1.68	\$2.28	35.71
	86901	\$0.27	\$0.36	33.33
C Cabinets/Counters - Asmb/Install	42133	\$1.17	\$1.67	42.74
Caisson Operations	42159	\$4.69	\$6.49	38.38
Candy Mfg	13101	\$2.43	\$3.21	32.10
Cardboard Box/Tubing/Bag - Mfg	27300	\$1.95	\$2.37	21.54
Casinos/Dance Halls	85916	\$0.81	\$1.03	27.16
Catering - Industrial Camps	87505	\$2.12	\$2.73	28.77
Catering, NEC	87502	\$0.95	\$1.29	35.79
Cathodic Protection Service	51504	\$0.95	\$1.27	33.68
Cement Mfg Including Quarrying	34101	\$1.19	\$1.58	32.77
Cemeteries	87900	\$0.52	\$0.59	13.46
Charitable Associations	89104	\$0.27	\$0.36	33.33
Chemical Products - Pckg/Dist	37902	\$0.65	\$0.83	27.69
Churches/Religious Orders	83100	\$0.52	\$0.59	13.46
Cities	95104	\$1.05	\$1.35	28.57
Clay Bricks - Mfg	35200	\$1.78	\$2.62	47.19
Clean - High Rise External Windows	89703	\$2.19	\$2.81	28.31
Cleaning Svces - Mobile Pressure	09902	\$3.20	\$3.90	21.88
Closed Circuit TV/Cablevision	54301	\$0.30	\$0.41	36.67
Clothing/Yard Goods Stores	66900	\$0.44	\$0.53	20.45
Coal/Wood Yards	69301	\$1.41	\$1.72	21.99
Colleges	80103	\$0.26	\$0.28	7.69
Compressors/Power Unit - Mfg	62304	\$1.31	\$1.77	35.11
Concrete Construction	42104	\$4.69	\$6.49	38.38
Concrete Products Mfg	34700	\$2.29	\$2.63	14.85
Construction - Industrial	40400	\$2.89	\$3.70	28.03
Construction - Residential	40401	\$2.89	\$3.70	28.03
Consultant - Environment/Agric	86414	\$0.23	\$0.26	13.04
Consultant - Management	86902	\$0.27	\$0.36	33.33
Corps of Commissionaires	89913	\$1.06	\$1.32	24.53
Crests/Pennants - Mfg/Repair	22900	\$1.08	\$1.31	21.30
Culture Media Mfg	37401	\$0.49	\$0.72	46.94
<i>D</i>	40500	<b>AC 10</b>		
Dairy Products Processing	10500	\$2.40	\$3.16	31.67
Day Homes/Day Care Centres	82801	\$0.69	\$0.99	43.48
Dental Laboratories/Mechanics	82700	\$0.49	\$0.72	46.94
Department/General Stores	64200	\$0.88	\$1.20	36.36
Document Storage/Exchange	52705	\$0.27	\$0.36 \$0.04	33.33
Domestic Help - Homeowner Only	87300	\$2.19	\$2.81	28.31



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		2001	2002	Percentage
		Industry	Industry	Change
Description	Industry	Rate	Rate	2001 - 2002
Doors/Windows - Mfg/Install	42121	\$2.79	\$3.80	36.20
Draft/Design - Incl Graphics/Software	86913	\$0.23	\$0.26	13.04
Drapes/Linens - Mfg/Repair/Inst	22901	\$1.08	\$1.31	21.30
Drilling - Oil/Gas Wells	09600	\$3.57	\$4.23	18.49
Drilling - Rathole/Rig Anchor	09904	\$3.74	\$3.85	2.94
Drilling - Shot Hole	09201	\$3.70	\$3.81	2.97
Drilling - Water Well/Deep Core	42130	\$3.70	\$3.81	2.97
Drug Stores	68100	\$0.44	\$0.53	20.45
Dry Cleaners	87401	\$1.42	\$2.13	50.00
Drywall/Lathe/Plaster/Stucco/etc	42135	\$5.76	\$7.55	31.08
Dust Suppression Systems	31507	\$1.97	\$2.55	29.44
E		•••••		
Egg Grading	02112	\$2.43	\$3.21	32.10
Electric Wiring	42124	\$1.99	\$2.58	29.65
Electrical Components - Mfg	33902	\$0.67	\$0.61	-8.96
Electronic Equipment - Sell/Svce	42160	\$1.07	\$1.39	29.91
Electronic Print/Photofinishing	89301	\$0.77	\$0.87	12.99
Electroplating Auto Parts	65809	\$1.71	\$2.01	17.54
Elevators/Escalators - Svce/Install	42110	\$1.99	\$2.58	29.65
Engineering	86400	\$0.23	\$0.26	13.04
Entertainment Equip - Sales/Svce	67602	\$0.30	\$0.39	30.00
Envelope Manufacturing	27402	\$0.77	\$0.87	12.99
Erect - Precast Concrete	42161	\$2.89	\$3.70	28.03
Erect - Sheet/Metal Structures	42105	\$2.89	\$3.70	28.03
Erect - Structural Steel	42106	\$2.89	\$3.70	28.03
Erect/Dismantle - Storage Tanks	42156	\$2.89	\$3.70	28.03
Exhibition Associations	89901	\$0.81	\$1.03	27.16
F		•••••		
Farm Implement Dealers	62200	\$0.91	\$1.31	43.96
Farms - Grain and Vegetable	01300	\$3.59	\$4.06	13.09
Farms - Mixed	01700	\$3.59	\$4.06	13.09
Farms and Ranches - Livestock	01100	\$3.59	\$4.06	13.09
Federal Gov't Employment Develop	86930	\$0.27	\$0.25	-7.41
Feed Lot/Corral Cleaning	02105	\$2.54	\$3.24	27.56
Feed Lots	02109	\$3.59	\$4.06	13.09
Feed Mills	12301	\$1.93	\$2.70	39.90
Fences - Sell/Rent/Install	42127	\$2.57	\$3.27	27.24
Fertilizer Mfg/Nickel Refine	37201	\$0.39	\$0.55	41.03
Fibreglass Insulation - Mfg	35401	\$1.78	\$2.62	47.19
Fibreglass Reinforced Prdcts- Mfg	38500	\$2.29	\$2.63	14.85
Field Production Operators	06305	\$0.36	\$0.41	13.89
Fire Protection Co-operatives	82712	\$1.11	\$1.53	37.84
Fire Sprinklers - Install/Svce	42144	\$1.99	\$2.58	29.65



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		2001	2002	Percentage
		Industry	Industry	Change
Description	Industry	Rate	Rate	2001 - 2002
First Nations Operations	95105	\$0.82	\$0.86	4.88
Fishing/Fish or Fur Farms	04100	\$3.59	\$4.06	13.09
Flight Operation - Miscellaneous	50203	\$0.88	\$1.21	37.50
Floor Coverings - Sell/Install	42125	\$2.94	\$3.57	21.43
Florists, Wholesale and Retail	69200	\$0.88	\$1.20	36.36
Flour Mills	12400	\$1.93 \$0.00	\$2.70 \$4.04	39.90
Flying Clubs/Flight Training	50201	\$0.88	\$1.21 \$2.24	37.50
Food Process - Misc	13100	\$2.43 \$4.30	\$3.21	32.10
Food/Convenience Stores	63100	\$1.36 \$3.38	\$1.79 \$4.55	31.62
Forage Processing	12304	\$3.28 \$4.00	\$4.55 \$7.15	38.72
Foundries, Iron & Steel Foundry - Non Ferous	29102 29700	\$4.09 \$2.29	\$7.15 \$2.63	74.82
		•	\$2.63	14.85 33.33
Freight Forwarding - Overseas Friendship/Cultural Centres	62904 85909	\$0.27 \$0.95	\$0.36 \$1.21	
Fruit Juice Processing	11202	\$0.95 \$2.40	\$1.21 \$3.16	27.37
_	89704	· ·		31.67 28.31
Fumigating Funeral Services	87704 87700	\$2.19 \$0.52	\$2.81 \$0.59	13.46
	89705	\$0.52 \$2.19	\$0.59 \$2.81	28.31
Furnace Cleaning Services Furniture Refinishing	26104	\$2.19 \$4.28	\$2.61 \$4.66	8.88
Furniture Stores	67601			
G	07001	\$0.88	\$1.20	36.36
Garbage Collection/Disposal	57901	\$3.21	\$4.36	35.83
Garden Supply Centre	62908	\$1.87	\$2.82	50.80
Gas Bars/Car Wash - No Auto Svce	65406	\$1.36	\$1.79	31.62
General Automotive Repair	65808	\$1.88	\$2.57	36.70
Geological/Geophysical Services	86411	\$0.23	\$0.26	13.04
Geophysical Surveys Excl Seismic	86405	\$0.23	\$0.26	13.04
Golf Clubs/Ranges	85900	\$0.95	\$1.29	35.79
Grain/Seed Handling Operations	52400	\$1.02	\$1.08	5.88
Greenhouses/Market Gardens	01901	\$1.87	\$2.82	50.80
Guiding/Rafting/Pack Trains	51902	\$0.95	\$1.29	35.79
Gypsum Board - Mfg	34500	\$1.78	\$2.62	47.19
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Hardware/Auto Parts Stores/etc	67300	\$0.88	\$1.20	36.36
Harvesting/Baling - Custom	02110	\$3.59	\$4.06	13.09
Hatcheries - Commercial	02102	\$1.87	\$2.82	50.80
Health Units	82705	\$1.07	\$1.40	30.84
Health/Allied Service - Misc	82701	\$0.49	\$0.72	46.94
Heat Treating/Stress Relieving	30101	\$2.23	\$3.14	40.81
Heat/Cooling Equipment Mfg	30700	\$1.57	\$2.16	37.58
Heating Systems - Fab/Install	42117	\$1.99	\$2.58	29.65
Heavy Machine/Equip - Install/Svce	42109	\$2.89	\$3.70	28.03
Heavy Oil/Oilsands - R & D	06601	\$0.33	\$0.39	18.18



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		2001	2002	Percentage
<b>—</b>		Industry	Industry	Change
Description	Industry	Rate	Rate	2001 - 2002
Helicopter Service	50107	\$0.88	\$1.21	37.50
Home Improvement Centres	25403	\$1.41	\$1.72	21.99
Home Provisioner/Butcher Shops	63103	\$1.36	\$1.79	31.62
Home Support Services	82704	\$1.07	\$1.40	30.84
Hospitals/Acute Care Centres	82100	\$1.07	\$1.40	30.84
Hostels	87510	\$0.95	\$1.34	41.05
Hotels/Convention Centres	87503	\$0.99	\$1.32	33.33
Household Appliance - Svce Only	67802	\$0.88	\$1.20	36.36
Industrial Belting - Install/Svce	16902	\$1.31	\$1.77	35.11
Industrial Camp Trailers - Rental	89922	\$1.40	\$1.63	16.43
Industrial Coating Services	42139	\$4.07	\$4.87	19.66
Industrial Electric Equipment - Mfg	33606	\$2.23	\$3.14	40.81
Industrial Gases - Mfg	37805	\$0.39	\$0.55	41.03
Industrial Plant Maintenance	42129	\$2.89	\$3.70	28.03
Industrial Supply Stores	62303	\$0.65	\$0.83	27.69
Industrial/Oilfield Equip - Rent	89910	\$1.43	\$1.89	32.17
Inspection Services- Visual, NEC	86922	\$0.95	\$1.27	33.68
Institutes of Technology	80311	\$0.26	\$0.28	7.69
Instrumentation - Mfg	38100	\$0.67	\$0.61	-8.96
Insurance Companies	73501	\$0.27	\$0.36	33.33
Interior Designing	86923	\$0.23	\$0.26	13.04
Inventory Services	86909	\$0.88	\$1.20	36.36
Investigative Services	89924	\$1.06	\$1.32	24.53
Irrigation/Drainage District	57601	\$1.11	\$1.53	37.84
J				
Janitor Services	89701	\$2.19	\$2.81	28.31
Jewellery Stores	69500	\$0.44	\$0.53	20.45
Jewelry - Mfg	38200	\$0.67	\$0.61	-8.96
K				
Kennels/Pet Grooming	02117	\$0.81	\$1.03	27.16
Kindergartens	80106	\$0.69	\$0.94	36.23
<u>L</u>				
Land/Permit Man Services	73702	\$0.33	\$0.39	18.18
Landscaping	02100	\$2.57	\$3.27	27.24
Lapidary Services	38201	\$0.67	\$0.61	-8.96
Laundries - Commercial	87400	\$1.42	\$2.13	50.00
Laundromats - Coin Operated	87402	\$1.42	\$2.13	50.00
Lawn Maintenance	02103	\$2.54	\$3.24	27.56
Leather Goods - Mfg/Repair	17900	\$1.08	\$1.31	21.30
Legal Services	86600	\$0.27	\$0.36	33.33
Library Boards	80700	\$0.26	\$0.28	7.69
Light Fixtures - Mfg/Asmb	33900	\$0.67	\$0.61	-8.96



Customer Service & Risk Management Alberta

Description			2001	2002	Percentage
Description   Industry   Rate   Rate   2001 - 2002					•
Light Metal Products- Asmb/Install   31501   \$1.07   \$1.39   29.91	Description	Industry	-	-	_
Lime Mfg Including Quarrying	Light Metal Products- Asmb/Install		\$1.07	\$1.39	29.91
Liquor/Wine-Mfg	•	34300	•	•	32.77
Liquor/Wine/Beer Sales Outlets         63105         \$1.36         \$1.79         31.62           Live Theatres/Ballet         85918         \$0.34         \$0.40         17.65           Live Stock Auctions/Stockyards         60201         \$2.97         \$3.37         13.47           Logging - Woodlands Operations         03100         \$4.07         \$5.03         23.59           Long Term Care Facilities         82808         \$1.07         \$1.40         30.84           Macaroni Process         13904         \$2.43         \$3.21         32.10           Machinery/Equip NEC - Sales/Svce         62302         \$1.03         \$1.19         15.53           Machining         30801         \$1.53         \$1.75         14.38           Maid Services         87301         \$2.19         \$2.81         28.31           Mailing List/Manuscript Research         86918         \$0.27         \$0.36         33.33           Mali Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manufactured Home Parks         87500         \$0.95         \$1.34         \$1.05           Map Making         86410		14300	•	\$1.58	10.49
Livestock Auctions/Stockyards		63105	\$1.36	\$1.79	31.62
Logging - Woodlands Operations   Data   Section   Sect	Live Theatres/Ballet	85918	\$0.34	\$0.40	17.65
Logging - Woodlands Operations   Data   Section   Sect	Livestock Auctions/Stockyards	60201	\$2.97	\$3.37	13.47
M         Macaroni Process         13904         \$2.43         \$3.21         \$3.10           Machinery/Equip NEC - Sales/Svce         62302         \$1.03         \$1.19         15.53           Machining         30801         \$1.53         \$1.75         14.38           Maid Services         87301         \$2.19         \$2.81         28.31           Malit Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manp Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce		03100	\$4.07	\$5.03	23.59
M         Macaroni Process         13904         \$2.43         \$3.21         \$3.10           Machinery/Equip NEC - Sales/Svce         62302         \$1.03         \$1.75         \$14.38           Machining         30801         \$1.53         \$1.75         \$14.38           Maid Services         87301         \$2.19         \$2.81         28.31           Mailing List/Manuscript Research         86918         \$0.27         \$0.36         33.33           Malt Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manp Making         86110         \$0.23         \$0.26         33.33           Map Making         8610         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500	Long Term Care Facilities	82808	\$1.07	\$1.40	30.84
Machinery/Equip NEC - Sales/Svce         62302         \$1.03         \$1.19         15.53           Machining         30801         \$1.53         \$1.75         14.38           Maid Services         87301         \$2.19         \$2.81         28.31           Mailing List/Manuscript Research         86918         \$0.27         \$0.36         33.33           Malt Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce         33901 <td></td> <td></td> <td></td> <td></td> <td></td>					
Machining         30801         \$1.53         \$1.75         14.38           Maid Services         87301         \$2.19         \$2.81         28.31           Mailing List/Manuscript Research         86918         \$0.27         \$0.36         33.33           Malt Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medicine/Vitamins Mfg         37402         \$2.40         \$3.16         31.67           Metal/Porcelain Prod Coating         30403	Macaroni Process	13904	\$2.43	\$3.21	32.10
Maid Services         87301         \$2.19         \$2.81         28.31           Mailing List/Manuscript Research         86918         \$0.27         \$0.36         33.33           Malt Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Metal/Porcelain Prod Coating	Machinery/Equip NEC - Sales/Svce	62302	\$1.03	\$1.19	15.53
Mailing List/Manuscript Research         86918         \$0.27         \$0.36         33.33           Malt Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medicine/Vitamins Mfg         37402         \$2.40         \$3.16         31.67           Metal Furniture Mfg         26401         \$2.23         \$3.14         40.81           Mining - Open Pit         06110	Machining	30801	\$1.53	\$1.75	14.38
Malt Mfg         13900         \$1.96         \$2.73         39.29           Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medicine/Vitamins Mfg         37402         \$2.40         \$3.16         31.67           Metal Furniture Mfg         26401         \$2.23         \$3.14         40.81           Metal/Porcelain Prod Coating         30403         \$1.53         \$1.75         14.38           Mining - Open Pit	Maid Services	87301	\$2.19	\$2.81	28.31
Manpower Services - Office Staff         86906         \$0.27         \$0.36         33.33           Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medicine/Vitamins Mfg         37402         \$2.40         \$3.16         31.67           Metal Furniture Mfg         26401         \$2.23         \$3.14         40.81           Metal/Porcelain Prod Coating         30403         \$1.53         \$1.75         14.38           Mining - Open Pit         06110         \$1.19         \$1.58         32.77           Mining - Underground	Mailing List/Manuscript Research	86918	\$0.27	\$0.36	33.33
Manpower Svces - Industrial Labour         86911         \$2.89         \$3.70         28.03           Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medical Furniture Mfg         26401         \$2.23         \$3.14         40.81           Metal/Porcelain Prod Coating         30403         \$1.53         \$1.75         14.38           Mine/Refine - Salt         07700         \$0.39         \$0.44         12.82           Mining - Open Pit         06110         \$1.19         \$1.58         32.77           Mining - Underground         06100         \$1.51         \$2.01         33.11           Mobile Equipment Dealers         622	Malt Mfg	13900	\$1.96	\$2.73	39.29
Manufactured Home Parks         87500         \$0.95         \$1.34         41.05           Map Making         86410         \$0.23         \$0.26         13.04           Meat Processing         10100         \$3.62         \$4.69         29.56           Mechanical Contracting         42122         \$1.99         \$2.58         29.65           Mechanical Insulation - Install/Svce         42184         \$2.89         \$3.70         28.03           Medical Centre - Private         82500         \$0.49         \$0.72         46.94           Medical Equipment - Sales/Svce         33901         \$0.30         \$0.39         30.00           Medicine/Vitamins Mfg         37402         \$2.40         \$3.16         31.67           Metal Furniture Mfg         26401         \$2.23         \$3.14         40.81           Metal/Porcelain Prod Coating         30403         \$1.53         \$1.75         14.38           Mine/Refine - Salt         07700         \$0.39         \$0.44         12.82           Mining - Open Pit         06110         \$1.19         \$1.58         32.77           Mining - Underground         06100         \$1.51         \$2.01         33.11           Mobile Equipment Operation         40604	Manpower Services - Office Staff	86906	\$0.27	\$0.36	33.33
Map Making       86410       \$0.23       \$0.26       13.04         Meat Processing       10100       \$3.62       \$4.69       29.56         Mechanical Contracting       42122       \$1.99       \$2.58       29.65         Mechanical Insulation - Install/Svce       42184       \$2.89       \$3.70       28.03         Medical Centre - Private       82500       \$0.49       \$0.72       46.94         Medical Equipment - Sales/Svce       33901       \$0.30       \$0.39       30.00         Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers	Manpower Svces - Industrial Labour	86911	\$2.89	\$3.70	28.03
Meat Processing       10100       \$3.62       \$4.69       29.56         Mechanical Contracting       42122       \$1.99       \$2.58       29.65         Mechanical Insulation - Install/Svce       42184       \$2.89       \$3.70       28.03         Medical Centre - Private       82500       \$0.49       \$0.72       46.94         Medical Equipment - Sales/Svce       33901       \$0.30       \$0.39       30.00         Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Movie Film/Video/ Pr	Manufactured Home Parks	87500	\$0.95	\$1.34	41.05
Mechanical Contracting       42122       \$1.99       \$2.58       29.65         Mechanical Insulation - Install/Svce       42184       \$2.89       \$3.70       28.03         Medical Centre - Private       82500       \$0.49       \$0.72       46.94         Medical Equipment - Sales/Svce       33901       \$0.30       \$0.39       30.00         Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Movie Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Log	Map Making	86410	\$0.23	\$0.26	13.04
Mechanical Insulation - Install/Svce       42184       \$2.89       \$3.70       28.03         Medical Centre - Private       82500       \$0.49       \$0.72       46.94         Medical Equipment - Sales/Svce       33901       \$0.30       \$0.39       30.00         Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mushroom Produc	Meat Processing	10100	\$3.62	\$4.69	29.56
Medical Centre - Private       82500       \$0.49       \$0.72       46.94         Medical Equipment - Sales/Svce       33901       \$0.30       \$0.39       30.00         Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mushroom Producers/Bait	Mechanical Contracting	42122	\$1.99	\$2.58	29.65
Medical Equipment - Sales/Svce       33901       \$0.30       \$0.39       30.00         Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       <	Mechanical Insulation - Install/Svce	42184	\$2.89	\$3.70	28.03
Medicine/Vitamins Mfg       37402       \$2.40       \$3.16       31.67         Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       99900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701	Medical Centre - Private	82500	\$0.49	\$0.72	46.94
Metal Furniture Mfg       26401       \$2.23       \$3.14       40.81         Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903<	Medical Equipment - Sales/Svce	33901	\$0.30	\$0.39	30.00
Metal/Porcelain Prod Coating       30403       \$1.53       \$1.75       14.38         Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         NDT Testing Incl Visual Inspect	Medicine/Vitamins Mfg	37402	\$2.40	\$3.16	31.67
Mine/Refine - Salt       07700       \$0.39       \$0.44       12.82         Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Metal Furniture Mfg	26401	\$2.23	\$3.14	40.81
Mining - Open Pit       06110       \$1.19       \$1.58       32.77         Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Metal/Porcelain Prod Coating	30403	\$1.53	\$1.75	14.38
Mining - Underground       06100       \$1.51       \$2.01       33.11         Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Mine/Refine - Salt	07700	\$0.39	\$0.44	12.82
Mobile Equipment Dealers       62201       \$1.54       \$2.16       40.26         Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N       N       \$0.98       \$1.29       31.63	Mining - Open Pit	06110	\$1.19	\$1.58	32.77
Mobile Equipment Operation       40604       \$2.57       \$3.27       27.24         Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N       N       \$0.98       \$1.29       31.63	Mining - Underground	06100	\$1.51	\$2.01	33.11
Monument/Tombstone Dealers       35301       \$1.07       \$1.39       29.91         Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N       N       N       \$0.98       \$1.29       31.63	Mobile Equipment Dealers	62201	\$1.54	\$2.16	40.26
Move Buildings       42155       \$4.37       \$5.63       28.83         Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Mobile Equipment Operation	40604	\$2.57	\$3.27	27.24
Movie Theatres       85100       \$0.34       \$0.40       17.65         Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N       NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Monument/Tombstone Dealers	35301	\$1.07	\$1.39	29.91
Movie/Film/Video/ Production       85907       \$0.34       \$0.40       17.65         Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N       N         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Move Buildings	42155	\$4.37	\$5.63	28.83
Mud Logging Services       09900       \$0.27       \$0.30       11.11         Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Movie Theatres	85100	\$0.34	\$0.40	17.65
Municipal Districts       95102       \$1.14       \$1.56       36.84         Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Movie/Film/Video/ Production	85907	\$0.34	\$0.40	17.65
Museums & Art Galleries       80701       \$0.26       \$0.28       7.69         Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Mud Logging Services	09900	\$0.27	\$0.30	11.11
Mushroom Producers/Bait Farms       01903       \$1.87       \$2.82       50.80         N         NDT Testing Incl Visual Inspect       51502       \$0.98       \$1.29       31.63	Municipal Districts	95102	\$1.14	\$1.56	36.84
N           NDT Testing Incl Visual Inspect         51502         \$0.98         \$1.29         31.63	Museums & Art Galleries	80701	\$0.26	\$0.28	7.69
NDT Testing Incl Visual Inspect 51502 \$0.98 \$1.29 31.63	Mushroom Producers/Bait Farms	01903	\$1.87	\$2.82	50.80
	N				
Newspaper/Flyer Distribution 86202 \$0.77 \$0.87 12.99	NDT Testing Incl Visual Inspect	51502	\$0.98	\$1.29	31.63
	Newspaper/Flyer Distribution	86202	\$0.77	\$0.87	12.99



Customer Service & Risk Management

		2001	2002	Percentage
Description	Industry	Industry Rate	Industry Rate	Change 2001 - 2002
Novelty/Gift/Hobby Stores/etc	69904	\$0.44	\$0.53	20.45
Nurseries - Tree/Shrub	01904	\$2.54	\$3.24	27.56
0		Ψ2.0-1	Ψ0.2-	21.00
Office Equipment - Sales/Svce	62300	\$0.30	\$0.39	30.00
Oil & Gas - Upstream	06300	\$0.36	\$0.41	13.89
Oil Field Maint/Construction	06304	\$2.89	\$3.69	27.68
Oil/Gas Meters - Inspect/Test	51503	\$0.94	\$1.26	34.04
Oilfield Downhole Services	09911	\$1.38	\$1.56	13.04
Oilfield Services - Sump Pit	09927	\$3.23	\$3.93	21.67
Oilfield Svces - Christmas Tree	09921	\$1.38	\$1.56	13.04
Oilsands Operations	06600	\$0.39	\$0.44	12.82
Operate - Metis Settlements	95108	\$0.83	\$0.86	3.61
Ophthalmic Dispensing	38101	\$0.49	\$0.72	46.94
Outdoor Advertising	39701	\$1.83	\$2.20	20.22
Outdoor Recreation	87600	\$0.95	\$1.29	35.79
Overburden Removal	06111	\$1.19	\$1.58	32.77
Overhead Cranes - Service Only	31508	\$1.99	\$2.58	29.65
Overhead Doors - Install/Repair	30302	\$2.79	\$3.80	36.20
Parking Coston			£4.20	
Packing/Crating - Custom	51705	\$2.49	\$4.38 \$4.07	75.90
Painting/Decorating Parking Facilities/Storage Garages	42111 51701	\$4.07 \$0.81	\$4.87 \$4.02	19.66 27.16
Paving Stone - Sell/Install	42115	\$0.61 \$4.69	\$1.03 \$6.40	38.38
Paving Stone - Sell/Install Paving/Surfacing	40602	\$4.69 \$2.57	\$6.49 \$3.27	27.24
Peat Moss - Harvest/Process	07900	\$2.37 \$3.28	\$4.55	38.72
Peel/Point - Posts	25900	\$3.20 \$2.29	\$4.33 \$3.18	38.86
Personnel Recruitment Agencies	86920	\$0.27	\$0.36	33.33
Pet/Seed/Feed Stores	69914	\$0.88	\$0.30 \$1.20	36.36
Petrochemicals - Mfg	37801	\$0.39	\$0.55	41.03
Phone Equipment - Mfg/Install	33500	\$0.67	\$0.61	-8.96
Physiotherapy Centres	82703	\$0.49	\$0.72	46.94
Picture Frame, Case, Casket - Mfg	39901	\$1.26	\$1.46	15.87
Pipe Cleaning/Coating	30407	\$2.23	\$3.14	40.81
Pipeline Cleaning	51500	\$0.33	\$0.39	18.18
Pipeline Construction	40905	\$2.57	\$3.27	27.24
Pipeline Transmission - Oil/Gas	51501	\$0.34	\$0.40	17.65
Plastic Products - Mfg	37301	\$2.12	\$2.79	31.60
Play Schools	82812	\$0.69	\$0.99	43.48
Plywood/Panelboard - Mfg	27103	\$1.62	\$2.10	29.63
Pottery - Mfg	69903	\$0.67	\$0.61	-8.96
Poultry Loading Services	01103	\$3.62	\$4.69	29.56
Power Line - Construct/Remove	40901	\$2.57	\$3.27	27.24
Pre-Mixed Cement - Mfg	34100	\$1.78	\$2.62	47.19



Customer Service & Risk Management

		2001	2002	Percentage
		Industry	Industry	Change
Description	Industry	Rate	Rate	2001 - 2002
Printing/Book Binding	28600	\$0.77	\$0.87	12.99
Private Clubs	87508	\$0.81	\$1.03	27.16
Procuring Soil Samples	42150	\$3.70	\$3.81	2.97
Professional/Trade Associations	89101	\$0.27	\$0.36	33.33
Propane Dealers	69300	\$1.02	\$1.23	20.59
Property Management	89702	\$0.95	\$1.34	41.05
Prostheses/Orthotics - Mfg/Rpr	38102	\$0.49	\$0.72	46.94
Publish with Printing	28900	\$0.77	\$0.87	12.99
Publish without Printing	28800	\$0.77	\$0.87	12.99
Pulp Mills	27102	\$0.45	\$0.59	31.11
Q				
Quality Control Svces - Construct	51506	\$0.95	\$1.27	33.68
	F4000		<b>60.40</b>	47.05
Radio/TV Stations	54300	\$0.34	\$0.40	17.65
Railway Transportation Service	50607	\$0.97	\$1.51	55.67
Real Estate Dealers/Land Develop	73500	\$0.27	\$0.36	33.33
Recycle/Salvage/Reclaim - Waste	27400	\$3.14	\$4.29	36.62
Refine - Crude/Used Oil	36500	\$0.42	\$0.58	38.10
Refine - Sand/Coal	08701	\$1.19	\$1.58	32.77
Refractory Linings - Sell/Install	42158	\$4.63	\$6.42	38.66
Refrigeration Equip- Sales/Svce	89600	\$1.99	\$2.58	29.65
Rehabilitation Svces for Disabled	82806	\$1.38	\$1.87	35.51
Remove/Treat - Hazardous Waste	36502	\$1.14	\$1.55	35.96
Rendering Plants	10104	\$3.62	\$4.69	29.56
Rent/Erect - Scaffold/Cranes	89928	\$2.89	\$3.70	28.03
Research/Material Testing Labs	86403	\$0.23	\$0.26	13.04
Restaurant/Take-out Food Services	87501	\$0.95	\$1.29	35.79
Riding Academies/Horse Stables	85902	\$3.59	\$4.06	13.09
Right-of-Way Maintenance	02200	\$2.57	\$3.27	27.24
Roofing	42118	\$9.70	\$12.26	26.39
Rope/Carpet - Mfg/Repair	21300	\$1.08	\$1.31	21.30
Rubber Stamps/Stencils - Mfg	16900	\$0.67	\$0.61	-8.96
S				
Safety Equipment - Sale/Rental	86905	\$1.02	\$1.18	15.69
Safety/First Aid Training	86927	\$0.26	\$0.28	7.69
Sales Operations, NEC	62903	\$0.44	\$0.53	20.45
Sand Blasting	42120	\$4.07	\$4.87	19.66
Sawmills/Planing Mills	25100	\$2.29	\$3.18	38.86
School Boards	80102	\$0.69	\$0.94	36.23
Schools - Business	80301	\$0.26	\$0.28	7.69
Schools - Dance, Music, Hobby	80305	\$0.26	\$0.28	7.69
Schools - Driving/Testing	89923	\$0.69	\$0.94	36.23
Schools - Independent	80105	\$0.69	\$0.94	36.23



Customer Service & Risk Management

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		2001	2002	Percentage
		Industry	Industry	Change
Description	Industry	Rate	Rate	2001 - 2002
Schools - Industrial Training	80302	\$0.26	\$0.28	7.69
Scrap/Salvage Dealers	62700	\$4.09	\$7.15	74.82
Security Services/Industrial Patrols	89902	\$1.05	\$1.31	24.76
Seed Cleaning Plants	02101	\$1.93	\$2.70	39.90
Seismic Survey	09200	\$2.22	\$2.14	-3.60
Seniors Lodges/Homes	82800	\$1.09	\$1.66	52.29
Service Station Equip - Sales/Svce	89605	\$1.99	\$2.58	29.65
Service Stations	65400	\$1.88	\$2.57	36.70
Sheet Metal Shops	30412	\$1.57	\$2.16	37.58
Shoe Stores	66300	\$0.44	\$0.53	20.45
Siding/Eavestrough - Fab./Inst.	42151	\$9.70	\$12.26	26.39
Signs/Advertising Displays - Mfg	28603	\$1.26	\$1.46	15.87
Skating/Curling Rinks, Comm Assn	85901	\$0.81	\$1.03	27.16
Ski Resorts/Gondolas	85904	\$0.95	\$1.29	35.79
Small Equip/Appliances - Rental	89908	\$0.88	\$1.20	36.36
Social/Community Support Svce	89925	\$0.95	\$1.21	27.37
Sod Growers	01905	\$2.54	\$3.24	27.56
Soft Drinks/Water/Ice - Mfg	14100	\$2.43	\$3.02	24.28
Sport Vehicles - Sale/Svce	69915	\$1.40	\$1.63	16.43
Sporting Equipment/Brooms - Mfg	39300	\$0.67	\$0.61	-8.96
Steel Mfg - Exclude Foundries	29100	\$2.23	\$3.14	40.81
Steel Pipe Mfg	29200	\$1.88	\$2.60	38.30
Steel Svce Centre - No Salvage	62500	\$1.88	\$2.60	38.30
Steel/Metal Fabrication	30100	\$2.30	\$3.21	39.57
Sulphur Process	06501	\$0.37	\$0.43	16.22
Supply Medical Personnel	82710	\$1.07	\$1.40	30.84
Survey - Archaeological	89927	\$0.23	\$0.26	13.04
Survey - Land/General	86401	\$1.48	\$1.87	26.35
Switchboard/Electrical Panel - Mfg	33602	\$1.57	\$2.16	37.58
T				
Tanneries	17200	\$1.78	\$2.62	47.19
Taxi Cabs/Limousine Service	51200	\$1.70	\$2.30	35.29
Taxidermists	89916	\$0.67	\$0.61	-8.96
Telecommunication Systems	54501	\$0.30	\$0.41	36.67
Tennis & Squash Facilities	89907	\$0.81	\$1.03	27.16
Test - Heat/Air Condition Systems	86413	\$0.95	\$1.27	33.68
Test/Preserve - Power Poles	40907	\$0.95	\$1.27 \$1.27	33.68
Tile/Terrazzo - Sell/Install	42113	\$0.93 \$2.94	\$1.27 \$3.57	21.43
Timber Management	03902	\$2.94 \$4.07	\$5.03	23.59
_				
Tire Retreading	16300	\$1.88 ¢1.70	\$2.57 \$2.62	36.70 47.10
Tires/Rubber Products - Mfg	16901 65402	\$1.78 \$2.44	\$2.62 \$4.20	47.19
Towing Auto Vehicles	65402	\$3.14 \$4.06	\$4.29 \$4.26	36.62
Towns	95101	\$1.06	\$1.36	28.30



Customer Service & Risk Management

Description  Trailers - Sales/Rental with Svce Transit Mix Operations Travel Agency/Motor Association	Industry 69912 34800 85925	2001 Industry Rate \$1.40 \$2.24 \$0.27	2002 Industry Rate \$1.63 \$2.73 \$0.36	Percentage Change 2001 - 2002 16.43 21.88 33.33
Travelling Sales/Mfg Agents Treating of Timber Trucking - Specialized Trucking Service - General	89100	\$0.44	\$0.53	20.45
	25901	\$2.29	\$3.18	38.86
	50701	\$4.35	\$5.61	28.97
	50714	\$3.53	\$4.96	40.51
Trucking Service - Oilfield TV/Radio Antennae Installation  U Underground Sprinkler - Install Universities	50720	\$4.31	\$5.56	29.00
	42128	\$1.97	\$2.55	29.44
	42136	\$2.57	\$3.27	27.24
	80500	\$0.26	\$0.28	7.69
Upholstered Furniture - Mfg/Repair	26101	\$4.28	\$4.66	8.88
Utility - Electric	57200	\$0.48	\$0.67	39.58
Utility - Natural Gas	57400	\$0.56	\$0.82	46.43
Utility - Water	57602	\$1.11	\$1.53	37.84
V Vacuum Removal - Wet/Dry Waste Vacuum Systems - Asmb/Install Vegetable Oils/Yeast Mfg Vegetables Process/Grade Villages Vinyl Goods - Mfg/Repair	06306	\$3.23	\$3.93	21.67
	42131	\$1.07	\$1.39	29.91
	13500	\$2.40	\$3.16	31.67
	13905	\$2.43	\$3.21	32.10
	95100	\$1.06	\$1.36	28.30
	17901	\$0.67	\$0.61	-8.96
<i>W, X</i> Warehousing - Public Waterfowl Preservation Wearing Apparel - Mfg/Repair Welding	52700	\$2.49	\$4.38	75.90
	86408	\$0.23	\$0.26	13.04
	24900	\$1.08	\$1.31	21.30
	89401	\$2.26	\$3.18	40.71
Well Casing Services Well Servicing with Service Rigs Wholesale Food Distribution Wholesaling - NEC Window/Store Display Ad Services Wood Products - Mfg	09915	\$3.58	\$4.25	18.72
	09903	\$3.55	\$4.10	15.49
	69916	\$1.36	\$1.79	31.62
	62900	\$0.82	\$1.09	32.93
	86201	\$1.26	\$1.46	15.87
	25401	\$2.72	\$3.61	32.72
Youth/Religious Camps  Z Zoos/Game Farms	87603	\$0.95	\$1.29	35.79

<sup>\* 2001</sup> Flat Rate for the Provincial Government

<sup>\*\* 2002</sup> Flat Rate for the Provincial Government