



## Survey of Regulatory Compliance Costs – Service Providers

CONFIDENTIAL when completed

Collected under authority of Statistics Act, Revised Statutes of Canada, 1985, Chapter S19.



### Survey Purpose

Statistics Canada in partnership with Industry Canada is conducting a two phase survey to measure the costs of compliance to small and medium sized-businesses in meeting key regulatory requirements of various levels of government. The survey results are intended to help determine whether efficiency measures introduced by government are reducing the compliance burden facing businesses.

### How the Data are Collected

The first phase, conducted in the fall of 2005, involved a national survey of small-to-medium-sized businesses that collected detailed information on the time and salary costs incurred when complying with selected regulations within a business. Information was also collected about compliance activities that businesses outsourced to external service providers.

This questionnaire collects data for the second phase of the survey, and is addressed to service providers. It measures the effort they invest in complying with various regulatory requirements, and providing accounting activities or financial advice on behalf of their business clients. The sample of service providers consists of accounting firms, tax preparation specialists and bookkeeping and payroll service providers. Results from this phase of the survey will be combined with the results of the first phase to obtain a comprehensive and accurate picture of the internal and external costs of complying with the selected regulations for small and medium-sized businesses.

### Who Should Complete this Questionnaire

The individual(s) in your company responsible for providing accounting, taxation, and/or payroll services to your small and medium-sized business clients.

### Your participation is important

Participation in this survey is voluntary. Your co-operation, however, is essential in order to capture the total cost of regulatory compliance activities. If you have any questions regarding this survey or the questionnaire, please contact us toll-free at 1-877-679-2746.

Yours sincerely,

Terry Evers  
Director,  
Small Business and Special Surveys Division  
Statistics Canada

John Connell  
Director General,  
Small Business Policy Branch  
Industry Canada

**Instructions**

- **Enter** a check (✓) in the appropriate box, or a percentage (%) in the spaces provided.
- **Round** reported values to the nearest whole number (e.g. 3.5 hours should be entered as 4 hours).
- **Report** figures for the entire business when known or for that part of the business for which the information is available. *If precise figures are not available, please report your best estimate.*

**Section A. Business Information**

**A1. Which of the following activities best describes your main source of business revenue?**  
(Check one only)

- Accounting Services
- Tax Preparation Services
- Payroll Services

**A2. Approximately, how many business clients with fewer than 500 employees or less than \$50 million in revenue does your entire business currently have? If the number for the entire business is unknown go to question A3.**

- **Include** unincorporated and incorporated businesses, partnerships, and sole proprietorships.
- **Exclude** services provided exclusively to non-business clients (individuals).

Number of business clients \_\_\_\_\_ **Go to question A4**

**A3. Approximately, how many business clients with fewer than 500 employees or less than \$50 million in revenue are you personally responsible for?**

- **Include** unincorporated and incorporated businesses, partnerships, and sole proprietorships.
- **Exclude** services provided exclusively to non-business clients (individuals).

Number of business clients \_\_\_\_\_

**A4. Indicate the percentage distribution of business clients reported in question A2 or A3 by client size or client revenue.**

Client Size (number of employees)	Percentage
Fewer than 15 employees	
15 to 99 employees	
100 to 499 employees	

(Go to Section B, page 3)



**OR**

Client Revenue	Percentage
Less than \$1 million	
\$ 1 million to \$4,999,999	
\$5,000,000 to \$49,999,999	

(Go to Section C, page 4)



**Section B. Time Spent on Service Delivery**

**B1. On average, how much time does your business spend annually providing the following services to a typical client?**

- *Include all activities associated for each service (e.g. client consultation, record preparation, processing and submission, representation or follow-up, etc.)*
- *Report estimated values in hours or days*
- *Leave the cell(s) blank if a service is not provided by your business*

Type of Service	Typical Client with 1 to 14 employees		Typical Client with 15 to 99 employees		Typical Client with 100 to 499 employees	
	Average Time		Average Time		Average Time	
Employees-Related Services	Hours (per year)	or Days (per year)	Hours (per year)	or Days (per year)	Hours (per year)	or Days (per year)
Payroll remittances						
Record of employment (ROE)						
Year-end filing (T4, T4A)						
Workers' compensation - remittances						
Workers' compensation - claims						
<b>Taxation Services</b>						
Income tax filing						
Federal/Provincial Sales Taxes						
Corporate tax installments						
<b>Business Operating Licences and Permits</b>						
Municipal Operating Licences and Permits						
Provincial Operating Licences and Permits						
Corporate registration (annual filing/business status change)						
<b>Other Accounting Activities</b>						
Financial audits						
Bookkeeping						
Controllership						
Financial statement preparation						
<b>Financial Advice</b>						
Tax Planning						
Financial planning or analysis						
Cash flow and budget analysis						
Business valuations						
<b>Other Services</b>						
Mandatory Statistics Canada surveys						

**Go to Section D. at the bottom of page 4.**

**Section C. Time Spent on Service Delivery**

**C1. On average, how much time does your business spend annually providing the following services to a typical client?**

- *Include all activities associated for each service (e.g. client consultation, record preparation, processing and submission, representation or follow-up, etc.)*
- *Report estimated values in hours or days*
- *Leave cell(s) blank if a service is not provided by your business*

Type of Service	Typical Client with Less than \$1 million in revenue		Typical Client with \$1 million to \$4,999,999 in revenue		Typical Client with \$5 million to \$49,999,999 in revenue	
	Average Time		Average Time		Average Time	
	Hours (per year)	Days (per year)	Hours (per year)	Days (per year)	Hours (per year)	Days (per year)
<b>Employees-Related Services</b>						
Payroll remittances						
Record of employment (ROE)						
Year-end filing (T4, T4A)						
Workers' compensation - remittances						
Workers' compensation - claims						
<b>Taxation Services</b>						
Income tax filing						
Federal/Provincial Sales Taxes						
Corporate tax installments						
<b>Business Operating Licences and Permits</b>						
Municipal Operating Licences and Permits						
Provincial Operating Licences and Permits						
Corporate registration (annual filing/business status change)						
<b>Other Accounting Activities</b>						
Financial audits						
Bookkeeping						
Controllership						
Financial statement preparation						
<b>Financial Advice</b>						
Tax Planning						
Financial planning or analysis						
Cash flow and budget analysis						
Business valuations						
<b>Other Services</b>						
Mandatory Statistics Canada Surveys						

**Section D. Contact Information**

Name of Respondent: \_\_\_\_\_

Title of Respondent: \_\_\_\_\_

Telephone number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**THANK YOU FOR YOUR ASSISTANCE**

Please return the questionnaire in the accompanying self addressed pre-paid envelope within 20 days of receipt