



Unified Enterprise Survey - Annual

1999 Survey of Service Industries: Repair and Maintenance Services Excluding Automotive

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

Completion of this questionnaire is a legal requirement under this Act.

This document is confidential when completed.

Si vous préférez recevoir ce questionnaire en français, veuillez appeler au numéro de téléphone indiqué dans la boîte ombragée ci-dessous.

Correct pre-printed information if necessary using the corresponding boxes below:

0001	Legal name	0004	Number and street		
0002	Business name	0005	City	0006	Province or State
0003	C/o	0053	Country	0007	Postal code
0008	First name of contact	0028	Last name of contact		
0052	Please report for:	0010	Language preference 1 <input type="radio"/> English 2 <input type="radio"/> French		

A - Introduction

Survey Purpose

This survey collects the financial and operating data needed to produce statistics concerning your industry. These data will be aggregated with information from other sources to produce official estimates of national and provincial economic production in Canada, as well as official estimates of activity by industry. These estimates are used by government for national and regional programs and policy planning as well as by the private sector for industry performance measurement and market development.

Coverage


Please complete this questionnaire for the business unit described in the pre-printed area above. "Business unit" refers to the operation(s) described in the pre-printed area. Report only for those operations located in Canada.

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information obtained from this survey that relates to any identifiable business. **The data reported on this questionnaire will be treated in strict confidence**, used for statistical purposes and published in aggregate form only. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation.

Please return the completed questionnaire(s) in the enclosed envelope **within 30 days** of receipt. However, if you wish to send the questionnaire(s) by facsimile, please consult the **Reporting Instructions** in this section. Thank you.

**If you need further information or help,
please call 1 888 881-3666.**

Name of the primary person completing this questionnaire:			
0026	<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Miss <input type="radio"/> Ms.	0013	0054
First name		Last name	
Title: 0014			
Telephone number: 0017	Extension: 0027	Fax number: 0016	Date completed: YYYY MM DD
Signature: 			0015
I certify that the information contained herein is complete and correct to the best of my knowledge.			

Reporting Period Information

REPORTING PERIOD

Please report information for your most recent **12 month fiscal period**. Please indicate below the period covered by this questionnaire.

1. From ⁰⁰¹¹

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 To ⁰⁰¹²

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2. Did you operate this business unit for the **full year**?

0050 Yes → **If yes**, please go to the **Sole Purpose of this Business Unit** section.

No → **If no**, please check the appropriate box(es) below.

0042 Seasonal operation (please provide the dates) From ⁰¹²⁰

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 To ⁰¹²¹

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0032 New business (please provide the date) ⁰⁰⁴⁶

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0033 Change of fiscal year end (please provide the new end date) ⁰⁰⁵¹

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0034 Change of ownership (please provide the date) ⁰¹²⁵

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0035 Ceased operations (please provide the date) ⁰¹¹⁹

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0036 Temporarily closed (please specify the date and the reason) ⁰⁰⁴⁹

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⁰⁰³⁷

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0038 Other (please specify): ⁰⁰³⁹

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Sole Purpose of this Business Unit

1. Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?

0029 Yes → **If yes**, please name the company or professional practice.

No → **If no**, please go to the **Main Business Activity** section.

⁰⁰³⁰ _____

Main Business Activity

Please check the **main** activity, at this business unit, that most accurately describes the principal source of operating revenue. Please check **one** only.

1. 811210 0807 **Electronic and Precision Equipment Repair and Maintenance**
Establishments primarily engaged in repairing and maintaining electronic equipment and precision instruments, such as electrical measuring instruments, nautical and navigational equipment, home entertainment components, computers and related equipment, etc.
- Exclusions:** establishments primarily engaged in:
- rewinding armatures or rebuilding electric motors (Electrical Equipment Manufacturing);
 - retailing new electronics and also providing repair services (Appliance, Television and Other Electronics Stores);
 - installing and repairing locks (Security Systems Services).
2. 811310 0808 **Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance**
Establishments primarily engaged in repairing, maintaining, and/or welding commercial and industrial machinery and equipment, except automotive and electronic. **Include** construction and industrial machinery and equipment, electric motors, commercial cooling and refrigeration equipment, cleaning tanks and boilers, etc.
- Exclusions:** establishments primarily engaged in:
- rewinding armatures or rebuilding electric motors (Electrical Equipment Manufacturing);
 - repairing transportation equipment at airports, seaports, other transportation facilities and factories (Support Activities for Rail, Water, Air, Ship and Boat Building, Railroad Rolling Stock Manufacturing, and Aerospace Product and Parts Manufacturing).
3. 811411 0809 **Home and Garden Equipment Repair and Maintenance**
Establishments primarily engaged in repairing and maintaining home and garden equipment, such as lawnmowers, edgers, snow and leaf blowers, small gas engines, boat motors, etc., **without retail sales of new equipment.**
4. 811412 0810 **Appliance Repair and Maintenance**
Establishments primarily engaged in repairing and maintaining household appliances, such as self-contained air conditioner units (except automotive), washing machines, clothes dryers, refrigerators, power tools, sewing machines, etc., **without retail sales of new equipment.**
5. 811420 0811 **Reupholstery and Furniture Repair**
Establishments primarily engaged in reupholstering, refinishing, repairing, restoring and polishing furniture, **without retail sales of new furniture.**
- Exclusions:** establishments primarily engaged in:
- making furniture and custom cabinets (Furniture and Related Product Manufacturing);
 - retailing upholstery materials (Sewing, Needlework and Piece Goods Stores);
 - restoring museum pieces (Independent Artists, Writers and Performers);
 - repairing motor vehicle interiors (Automotive Body, Paint, Interior and Glass Repair).
6. 811430 0812 **Footwear and Leather Goods Repair**
Establishments primarily engaged in repairing footwear and/or other leather or leather-like goods, such as handbags, luggage and briefcases, **without retail sales of new merchandise.**

NOTE: Main Business Activity continued on Page 4

Main Business Activity (continued)

7. 811490 0813 **Other Personal and Household Goods Repair and Maintenance**

Establishments, not classified to any other industry, primarily engaged in repairing and maintaining personal and household goods, such as bicycles, garments, firearms, jewellery, watches, motorcycles, musical instruments, saw and knife blades, antiques (except furniture and automobiles), etc.

Exclusions: establishments primarily engaged in:

- cleaning or repairing boats (Marinas);
- repairing home and garden equipment (Home and Garden Equipment and Appliance Repair and Maintenance);

8. 0040 **None of the above**

Please list the main activities of this business unit and indicate the estimated percentage of total operating revenue associated with each one.

For example, other types of repair and maintenance activities, retail, wholesale, or manufacturing activities:

0041

Note: If you responded “None of the above”, please call 1 888 881-3666 for further instructions.

Data-sharing Agreements

To avoid duplicating survey activity, Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. This is done in accordance with the federal *Statistics Act* and corresponding provincial and territorial legislation. The data are to be kept confidential and used for statistical purposes only. **Your responses are not shared with Revenue Canada.** More details on data-sharing are included in this package.

Reporting Instructions

When precise figures are not available, your best estimates are acceptable.

1. Report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. All dollar amounts reported should be rounded to whole dollars (e.g., \$55,417.40 should be reported as \$55,417).
3. Percentages should be rounded (e.g., 37.3% to 37%, 75.8% to 76%).
4. Please write clearly in ink.
5. This survey questionnaire can be faxed back to Statistics Canada at 1 888 883-7999.

Statistics Canada advises you that there could be a risk of disclosure during the facsimile transmission. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

B - Revenue

- Please include:**
- all Canadian revenue recorded in your accounts for sales or transfers to other businesses and to other units of your business;
 - all revenue received from outside Canada by this business unit.
- Please exclude:**
- federal or provincial sales taxes collected for remittance to a government agency.

Repair and Maintenance Revenue

	\$ CDN
1. Labour	2041
2. Parts	2042
3. Total repair and maintenance revenue (add amounts reported at questions 1 and 2 above)	2045

Sales of Goods Purchased for Resale

	\$ CDN
4. Total sales of goods purchased for resale in the same condition as purchased (revenue of sales of merchandise not used in repair and maintenance work)	2028

Other Operating Revenue

	\$ CDN
5. Revenue from the sale of reconditioned and used equipment and merchandise	2052
6. Revenue from rental or leasing of goods, equipment, repair space, etc.	2046
7. Commission revenue earned on: <ul style="list-style-type: none"> • sales of goods purchased for resale; • parts used for repair and maintenance; • service referrals. 	2060
8. Transfers from a parent or affiliated organization Include internal transfers from head office or other business units.	2044
9. Revenue from sales of discarded and recycled materials and supplies (e.g., scrap metal)	2051
10. All other operating revenue Exclude interest income and dividends. Please report this amount in this section at question 12, "Non-operating revenue".	2077
Please name major items:	
	2071
	2072
	2073

Revenue Totals

	\$ CDN
11. Total operating revenue (add amounts reported at questions 3, 4 and 5 to 10 above)	2080
12. Non-operating revenue (e.g., interest income and dividends)	2097
13. Total revenue (add amounts reported at questions 11 and 12 above)	2098

B - 1 Distribution of Revenue by Type of Repair and Maintenance

Please report your "Total repair and maintenance revenue" reported in **Section B - Revenue**, at question 3, by the following categories:

	\$ CDN
1. Electronic and precision equipment repair and maintenance	
1a) Maintenance and repair services of office and accounting machinery Exclude telecommunications equipment and apparatus.	2836
1b) Computer hardware servicing, repair and maintenance	2837
1c) Repair services of electrical household equipment (e.g., radios, televisions and other audio and video equipment)	2838
1d) Repair services of medical, precision and optical instruments	2839
1e) Maintenance and repair services of other electronic and precision equipment not elsewhere classified (e.g., photographic equipment, cameras)	2840
2. Commercial and industrial machinery and equipment repair and maintenance	2841
2a) Maintenance and repair services of fabricated metal products, except machinery and equipment (e.g., reconditioning shipping containers, tank and boiler cleaning services, welding repair service)	
2b) Maintenance and repair services of trailers, semi-trailers, other transport equipment and other motor vehicles not elsewhere classified	2842
2c) Repair services of electrical machinery and equipment and apparatus (e.g., electric motor repair)	2843
3. Home and garden equipment repair and maintenance	2844
Maintenance and repair services of machinery and equipment (e.g., garden tractors, lawnmowers, small gas engines, boat motors)	
4. Appliance repair and maintenance	2845
Repair services of electrical household appliances (e.g., self-contained air-conditioners, power tools, sewing machines, dish washers, washing machines)	
5. Reupholstery and furniture repair	2846
(e.g., reupholstering, refinishing, repairing, and restoring furniture)	
6. Footwear and leather goods repair	2847
7. Other personal and household goods repair and maintenance	2848
7a) Maintenance and repair services of motorcycles and snowmobiles	2849
7b) Watch, clock and jewellery repair services	2850
7c) Garment and household textile repair services	2851
7d) Maintenance and repair of personal and household goods not elsewhere classified (e.g., the repair and maintenance of bicycles, musical instruments)	2852
8. Other repair and maintenance services	
Please specify: <input type="text" value="2853"/>	
9. Total (sum of amounts reported at questions 1 to 8 must equal the amount entered in Section B - Revenue , at question 3, "Total repair and maintenance revenue")	2305

C - Purchases, Inventories and Cost of Goods Sold

Inventories are to be reported at book value (i.e., the value maintained in the accounting records).

Please include:

- inventory **owned** by this business unit within or outside Canada (including inventory held at any warehouse, selling outlet, in transit, or on consignment).

Please exclude:

- inventory held on consignment for others.

	Purchases \$ CDN	Value of opening inventory \$ CDN	Value of closing inventory \$ CDN
1. Parts and accessories (used in service and repair work, and for resale)	4001	5581	5582
2. Other merchandise (for resale)	5507	5560	5565
3. Total purchases and inventories (add amounts reported at questions 1 and 2 above)	5548	5550	5555
4. Cost of goods sold Value of total purchases (reported in this section at question 3, at cell 5548) plus total opening inventories (reported in this section at question 3, at cell 5550) minus the value of total closing inventory (reported in this section at question 3, at cell 5555).			5721

D - Expenses

Please include:

- all expenses within or outside Canada recorded or received by this business unit.

Please exclude:

- income tax and the portion of federal or provincial sales taxes refunded by government.

Labour Compensation

1. Wages and salaries of employees

Please **exclude** employer portion of employee benefits from salaries and wages and report these benefits separately at question 2 below.

- Employees are defined as those workers for whom you completed a Revenue Canada **T4 - Statement of Remuneration Paid** form.
- Please report all wages and salaries (including taxable allowances and employment commissions as defined on the **T4 - Statement of Remuneration Paid** form) **before deductions**.

Include:

- those amounts deposited to accounts outside Canada.

Exclude:

- all payments and expenses associated with outside contract workers and employment agencies or personnel suppliers. Please report these payments on the appropriate line(s) in this section.

For example:

- the cost of maintenance or cleaning staff under direct contract to you. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses including janitorial and cleaning services".
- all payments to casual labour without a **T4 - Statement of Remuneration Paid** form. Please report these payments in this section at question 24, "All other operating expenses".

2. Employer portion of employee benefits

Include:

- contributions to health plans, insurance plans, employment insurance, pension contributions, workers' compensation, retiring allowances or lump sum payments to employees upon termination or retirement, etc.

Exclude:

- contributions to provincial health and education payroll taxes applicable to this business unit. Please report these payments in this section at question 24, "All other operating expenses".

3. Total labour compensation (add amounts reported at questions 1 and 2 above)

\$ CDN

3010

3040

3041

Expenses for vehicle and supplies

Exclude capital expenditures.

\$ CDN

4. Office supplies

3301

Include:

- paper and supplies for photocopiers, printers and fax machines; diskettes; writing instruments and other office supplies, etc. Also, **if not capitalized, include** computers, printers, photocopiers, computer software and office furniture, etc.

Exclude:

- postage and courier expenses. Please report these payments in this section at question 24, "All other operating expenses";
- telephone and other telecommunications. Please report these payments in this section at question 10, "Telephone and other telecommunication expenses".

5. Operating, maintenance and repair supplies (e.g., light bulbs, toilet paper, cleaning supplies, laundry and uniform expenses, paint)

3302

Include:

- supplies for the operation, maintenance and repair of your equipment, vehicles and buildings.

Exclude:

- expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 11, "Rental and leasing expenses";
- purchased maintenance and repair service expenses. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses including janitorial and cleaning services".

6. Vehicle expenses (e.g., fuel, tires, washing)

3307

Exclude:

- expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 11, "Rental and leasing expenses";
- expenses that are covered in your purchased maintenance and repair service expenses. Please report these payments in this section at question 12, "Purchased maintenance and repair service expenses including janitorial and cleaning services";
- insurance premiums expenses. Please report these payments in this section at question 16, "Insurance premiums";
- property and business taxes, licences and permits expenses. Please report these payments in this section at question 19, "Property and business taxes, licences and permits".

Energy and Water Expenses

Exclude energy and water expenses that are covered in your rental and leasing expenses. Please report these payments in this section, at question 11, "Rental and leasing expenses".

\$ CDN

7. Light, heat and power expenses

4036

8. Water expenses

4065

Purchased Service Expenses

Please **exclude** services that you produce within this business unit.

	\$ CDN
	4070
9. Goods transportation, warehousing and storage expenses	
10. Telephone and other telecommunication expenses Include: <ul style="list-style-type: none"> • telephone, fax, cellular phone, or pager services for transmission of voice, data or image; • Internet access charges; • purchased cable and satellite transmission of television, radio and music programs. 	4101
11. Rental and leasing expenses Include office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods.	4115
12. Purchased maintenance and repair service expenses including janitorial and cleaning services Include materials, parts and labour. Exclude property management fees.	4175
13. Payments to employment agency or personnel supplier (e.g., pay for temporary workers paid through an agency and charges for personnel search services)	3080
14. Professional and business service fees (e.g., accounting, property management, legal)	4225
15. Financial service fees (e.g., bank charges, credit and debit card commissions) Exclude interest expenses. Please report these amounts in this section at question 26, "Other expenses".	4325
16. Insurance premiums (e.g., liability, auto, building, equipment)	4350
17. Advertising expenses (e.g., promotional material)	4365
18. Travel expenses Include passenger transportation, accommodation, meals while travelling and other travel allowances.	4366
19. Property and business taxes, licenses and permits Include: <ul style="list-style-type: none"> • property taxes (except those covered in your rental and leasing expenses); • property transfer taxes; • vehicle licence fees; • lot levies; • provincial capital taxes; • import duties (except where these are included in the purchase of goods for resale). 	4410
20. Royalties and franchise fees	4440
21. Sewage and refuse, sanitation and other environmental protection service expenses	4483

Other Operating Expenses

		\$ CDN
		4555
22.	Management fees paid to head office and business support units	4520
23.	Total depreciation and amortization (e.g., vehicles, buildings, other goods and equipment) (including this business unit's assets and capital lease obligations)	4569
24.	All other operating expenses (e.g., contributions to provincial health and education payroll taxes, allowances for bad debts, donations, and inventory adjustments)	
	Exclude interest expenses. Please report these amounts in this section at question 26, "Other expenses".	
Please name major items:	4561	
	4562	
	4563	

Expense Totals

		\$ CDN
25.	Total operating expenses (add amounts reported at questions 3 to 24 above) Exclude cost of goods sold.	4598
26.	Other expenses (e.g., interest expenses on capital lease obligations plus all other miscellaneous interest expenses such as interest on loans and the interest portion of mortgage payments)	4630
27.	Total expenses (add amounts reported at questions 25 and 26 above)	4698

For information only

E - Employment

Please estimate the number of salaried and hourly employees on your payroll in a typical pay period.

Exclude contract workers (i.e., those not on your payroll who were engaged for a specific project or term).

Please allocate this number by the following:

	Number
1. Full-time employees Employees who worked the standard work week as observed by the business.	6310
2. Part-time employees Employees who worked fewer hours than standard or who worked only for a given period or season.	6311
3. Total number of paid employees (add numbers reported at questions 1 and 2 above).	6312

F - Distribution of Operating Revenue by Type of Customer

Data on your revenue by type of customer will be used to improve information on the origins of demand for goods and services. We recognize that this may be a difficult question to answer, and welcome your suggestions on how to improve it in the **Comments** Section at the end of the questionnaire.

Please indicate the percentage of "Total operating revenue", reported in **Section B - Revenue**, at question 11, "Total operating revenue", by type of customer to whom the goods or services were delivered.

	%
Customers in Canada	8100
1. Individuals and households	8120
2. Public Institutions (e.g., hospitals, schools, universities)	8130
3. Government (e.g., federal, provincial, territorial and municipal administration)	8115
4. All other private businesses (including non-financial crown corporations)	8140
5. Customers outside Canada (exports)	
Total	100%

Name of **person** reporting **Type of Customer** information (if different from name on page 1)

8190

First name

Last name

Telephone number
(include area code) 8192

G - Distribution of Operating Revenue by Customer Location

Data on your revenue by customer location will be used to improve information on the movement of goods and services between provinces and to other countries. We recognize that this may be a difficult question to answer, and welcome your suggestions on how to improve it in the **Comments** Section at the end of the questionnaire.

Please indicate the percentage of "Total operating revenue" reported in **Section B - Revenue**, at question 11, "Total operating revenue", by the location of the customer to whom the goods or services were delivered.

	%
Customers in Canada	8400
1. Newfoundland	8415
2. Prince Edward Island	8405
3. Nova Scotia	8410
4. New Brunswick	8420
5. Quebec	8425
6. Ontario	8430
7. Manitoba	8435
8. Saskatchewan	8440
9. Alberta	8445
10. British Columbia	8455
11. Yukon	8451
Northwest Territories	8452
12. Northwest Territories (excluding Nunavut)	8450
13. Nunavut	8450
14. Northwest Territories (old boundaries) (add percentages reported at questions 12 and 13 above)	8465
Customers outside Canada (exports)	8470
15. United States	8476
16. Mexico	8476
17. All other countries	8476
Total	100%

H - Events That May Have Affected Your Business Unit

1. Compared to **last fiscal year**, were there any events that may have significantly affected the reported values for this business unit?

- 9929 Yes → **If yes**, please go to question 2.
 No → **If no**, please go to **Section I - Comments**.

2. Please check the box(es) that best reflect this change.

- | | |
|---|---|
| 9930 <input type="radio"/> Longer scheduled work week | 9931 <input type="radio"/> Shorter scheduled work week |
| 9932 <input type="radio"/> Increase in business | 9933 <input type="radio"/> Decrease in business |
| 9934 <input type="radio"/> More overtime | 9935 <input type="radio"/> Less overtime |
| 9936 <input type="radio"/> Foreign exchange | 9937 <input type="radio"/> Merger or acquisition |
| 9938 <input type="radio"/> Layoffs | 9939 <input type="radio"/> Increase in hiring |
| 9940 <input type="radio"/> Temporary shutdown | 9941 <input type="radio"/> Permanent shutdown |
| 9942 <input type="radio"/> Strike | 9943 <input type="radio"/> Weather |
| 9944 <input type="radio"/> Change in supplier | 9945 <input type="radio"/> Change in product line |
| 9946 <input type="radio"/> Price changes, goods or services sold (output) | 9947 <input type="radio"/> Price changes, labour or raw materials (input) |
| 9948 <input type="radio"/> Changes in industry regulation | 9949 <input type="radio"/> Changes in government taxes |
| | 9952 <input type="radio"/> Natural disaster |

3. 9950 Other (please specify):

I - Comments

1. How long did you spend collecting the data and completing this form? hours

2. **Comments?**

We invite your comments on the following topics or any others related to our business survey program. We appreciate your assistance.

- | | |
|--|--|
| <ul style="list-style-type: none"> • questionnaire content • new questions of interest to your industry • questionnaire language • use of business terminology • comprehension of questions (e.g., through definitions, examples of inclusions and exclusions, code sheets, instruction sheets, reporting guides) | <ul style="list-style-type: none"> • order and flow of questions • timing of receipt of questionnaire and the period given for response • other sources of data to further reduce response burden • potential for electronic data reporting • general (non-proprietary) business software packages in use |
|--|--|

9920

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 Please telephone 1 888 881-3666
 or
 fax 1 888 883-7999.



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