

2013 Annual Survey of Service Industries: Repair and Maintenance Services

CONFIDENTIAL once completed.

Selon nos dossiers votre langue de préférence est l'anglais, si vous préférez recevoir ce document en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

Please verify the information for this business's contact person and correct where needed.

B00101 Legal name

B00102 Operating name

B00109 First name

B00111 Last name

B00112 Title

B00103 Address (number and street)

B00104 City

B00105 Province, territory or state

B00106 Postal code or zip code

B00107 Country

Business and contact information

Email address

B00113

Preferred language of communication

B00117_n

English

French

Telephone number (including area code)

B00114

Extension number

B00115

Fax number (including area code)

B00116

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19.
COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.

Introduction

Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Security of emails and faxes

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*. **Note:** Our online questionnaires are secure, there is no risk of data interception when responding to Statistics Canada's online surveys.

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

Please return the questionnaire within 21 days.

Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at 1-888-883-7999.

If you are unable to complete within 21 days **OR** if you need help, call us at **1-800-972-9692**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6
Visit our website, www.statcan.gc.ca

Reporting instructions

1. Please print in ink.
2. Report all dollar amounts **in thousands of Canadian dollars ('000 CAN\$)**.
3. Do not include sales tax.
4. Percentages should be rounded to whole numbers.
5. Consult the reporting guide at www.statcan.gc.ca/guides-e for further information.
6. When precise figures are not available, please provide your best estimates.

Business activity

1. Statistics Canada uses the **North American Industrial Classification System** to classify the activities of each business. According to our records, this business's **main activity** is classified as:

Is this the **main activity** of this business?

B05002

- Yes**, this is the **main activity** of this business. ► *Go to question 1b*
- No**, this is **not the main activity** of this business. ► *Go to question 1a*

- a) Please provide a brief but precise **description** of this business's **main activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05003

B05004

- b) Approximately what **percentage of this business's revenue** is generated by this **main activity**?

 %

Are there any other activities that **contribute significantly** (at least 10%) to this **business's revenue**?

B05024

- Yes** ► *Go to question 1c*
- No** ► *Go to next page*

- c) Please provide a brief but precise **description** of this business's **secondary activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05005

B05006

- d) Approximately what **percentage of this business's revenue** is generated by this **secondary activity**?

 %

Reporting period information

1. For this survey, please report information for this business's most recent **12 month fiscal period**.

Note: For this survey, the **End date** should fall between **April 1, 2013** and **March 31, 2014**.

Start date B00205

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

YYYY MM DD End date B00206

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

YYYY MM DD

2. If the reporting period **does not cover a full year**, please check the reason(s) below (mark all that apply):

B00301_r1
 seasonal operations

B00301_r2
 new business

B00301_r3
 change of ownership

B00301_r4
 change of fiscal year

B00301_r5
 ceased operations

B00301_r6
 temporarily inactive

B00301_r7
 other reason — please specify:

B00301_r8

3. Please indicate below, any changes or events that may have affected the reported values for this business compared to the last reporting period (mark all that apply):

B00302_t1
 strike or lockout

B00302_t2
 exchange rate impact

B00302_t3
 price changes in goods or services sold

B00302_t4
 contracting out

B00302_t5
 organizational change

B00302_t6
 price changes in labour or raw materials

B00302_t7
 natural disaster

B00302_t8
 recession

B00302_t9
 change in product line

B00302_t10
 sold business units

B00302_t11
 expansion

B00302_t12
 new/lost contract

B00302_t13
 plant closures

B00302_t14
 acquired business units

B00302_t15
 other changes or events — please specify:

B00302_t16

Revenue

- Notes:**
- A detailed breakdown may be requested in other sections.
 - These questions are asked of many different industries. Some questions may not apply to your business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all dollar amounts **in thousands of Canadian dollars.**

What was this business's revenue from each of the following sources?

| | '000 CAN\$ |
|--|--|
| 1. Sales of goods and services Include: sales, commissions, rental and leasing revenue if they are this business's primary revenue source | F43008 \$ <input type="text"/> ,000 |
| 2. Rental and leasing (report only if this is a secondary source of revenue; if rental and leasing are your primary revenue source, report in question 1) | F45801 \$ <input type="text"/> ,000 |
| 3. Commissions (report only if this is a secondary source of revenue; if commissions are your primary revenue source, report in question 1) | F45701 \$ <input type="text"/> ,000 |
| 4. Subsidies Include: grants, donations and fundraising | F47101 \$ <input type="text"/> ,000 |
| 5. Royalties, rights, licensing and franchise fees | F47201 \$ <input type="text"/> ,000 |
| 6. Dividends | F51101 \$ <input type="text"/> ,000 |
| 7. Interest | F51201 \$ <input type="text"/> ,000 |
| 8. Other revenue — please specify: Include: intracompany transfers | F51301 \$ <input type="text"/> ,000 |
| | F51302 \$ <input type="text"/> ,000 |
| 9. Total revenue (sum of questions 1 to 8) | F40000 \$ <input type="text"/> ,000 |

Expenses

- Notes:**
- A detailed breakdown may be requested in other sections.
 - These questions are asked of many different industries. Some questions may not apply to your business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all dollar amounts **in thousands of Canadian dollars ('000 CAN\$)**.

What were this business's expenses for the following items?

| | | '000 CAN\$ |
|-----|---|--|
| 1. | Cost of goods sold | |
| | | F61206 |
| a) | opening inventories | \$ <input type="text"/> ,000 |
| b) | purchases Include: raw materials, goods purchased for resale and non-returnable containers Exclude: change in inventories | F61306 \$ <input type="text"/> ,000 |
| c) | closing inventories | F61406 \$ <input type="text"/> ,000 |
| d) | cost of goods sold (opening inventories plus purchases minus closing inventories) | F61101 \$ <input type="text"/> ,000 |
| 2. | Employment costs and expenses (for all employees who were issued a T4): | |
| a) | salaries, wages and commissions (report commissions paid to non-employees in question 3) | F61501 \$ <input type="text"/> ,000 |
| b) | employee benefits | F61502 \$ <input type="text"/> ,000 |
| 3. | Subcontracts Include: commissions paid to non-employees Exclude: research and development | F62503 \$ <input type="text"/> ,000 |
| 4. | Research and development fees Exclude: in-house research and development | F62504 \$ <input type="text"/> ,000 |
| 5. | Professional and business fees (e.g., legal, accounting, consulting and scientific fees) | F62601 \$ <input type="text"/> ,000 |
| 6. | Utilities (e.g., electricity, water and gas) | F61801 \$ <input type="text"/> ,000 |
| 7. | Office and computer related expenses (e.g., office supplies, postage and computer upgrades) | F62505 \$ <input type="text"/> ,000 |
| 8. | Telephone, Internet and other telecommunication | F61802 \$ <input type="text"/> ,000 |
| 9. | Business taxes, licences and permits (e.g., beverage tax, business tax, licence fees and property taxes) | F61901 \$ <input type="text"/> ,000 |
| 10. | Royalties, franchise fees and memberships Exclude: Crown royalties | F62001 \$ <input type="text"/> ,000 |
| 11. | Crown charges (for logging, mining and energy industries only) | F62506 \$ <input type="text"/> ,000 |

'000 CAN\$

| | |
|--|-----------------------|
| 12. Rental and leasing Include: land, building, equipment and vehicles | F62101 \$ [] ,000 |
| 13. Repair and maintenance Include: buildings, equipment and vehicles | F62201 \$ [] ,000 |
| 14. Amortization and depreciation | F61601 \$ [] ,000 |
| 15. Insurance | F62301 \$ [] ,000 |
| 16. Advertising, marketing, promotion, meals and entertainment | F62507 \$ [] ,000 |
| 17. Travel, meetings and conventions | F62508 \$ [] ,000 |
| 18. Financial services (e.g., bank charges and transaction fees) | F62401 \$ [] ,000 |
| 19. Interest expense | F69101 \$ [] ,000 |
| 20. Other non-production-related costs and expenses Include: bad debt, loan losses, donations, political contributions and inventory writedown | F62509 \$ [] ,000 |
| 21. All other cost and expenses — please specify: Include: intra company expenses | |
| F62512 | F62511 \$ [] ,000 |
| 22. Total expenses (sum of lines 1 to 21) | F60000 \$ [] ,000 |

Industry characteristics

Sales

What were this business's sales for each of the following goods and services?
Please provide a breakdown of your sales **in thousands of Canadian dollars**.

| | '000 CAN\$ |
|---|--|
| 1. Automotive repair and maintenance services: | F45905 |
| a) automobiles and light trucks | \$ <input type="text"/> ,000 |
| b) heavy trucks and buses | F45906 \$ <input type="text"/> ,000 |
| c) motor homes, travel trailers and campers | F45907 \$ <input type="text"/> ,000 |
| 2. Electronic and precision equipment repair and maintenance services | F45908 \$ <input type="text"/> ,000 |
| 3. Commercial and industrial machinery and equipment repair and maintenance services | F45909 \$ <input type="text"/> ,000 |
| 4. Sale of goods purchased for resale, as is (e.g., wipers, fuses, tires and batteries) Exclude: sales reported previously | F43232 \$ <input type="text"/> ,000 |
| 5. Other sales of goods and services — please specify: | F43175 |
| <input type="text"/> | F43005 \$ <input type="text"/> ,000 |
| 6. Total sales of goods and services (sum of questions 1 to 5) | F43000 \$ <input type="text"/> ,000 |

| Parts and labour | percentage | |
|--|------------------------|------------------------|
| | parts | labour |
| 7. Please provide a breakdown of your total sales from repair and maintenance services (question 6) by parts and labour: | F45911 | F45902 |
| | <input type="text"/> % | <input type="text"/> % |

| Inventory (parts and accessories) | opening inventory | | closing inventory | |
|--|-------------------|------------------------------|-------------------|------------------------------|
| | '000 CAN\$ | | '000 CAN\$ | |
| 8. Parts used in repair work only | F61207 | \$ <input type="text"/> ,000 | F61407 | \$ <input type="text"/> ,000 |
| 9. Other over-the-counter merchandise | F61208 | \$ <input type="text"/> ,000 | F61408 | \$ <input type="text"/> ,000 |
| 10. Total inventory (sum of questions 8 and 9) | F61200 | \$ <input type="text"/> ,000 | F61400 | \$ <input type="text"/> ,000 |

Detail on purchased services

Please provide a breakdown of expenses for the following purchased services in thousands of Canadian dollars.

1. Office and computer related purchased services

'000 CAN\$

| | | |
|---|--------|------------------------------|
| | F61308 | \$ <input type="text"/> ,000 |
| a) data processing, hosting and related services | | |
| | F61309 | \$ <input type="text"/> ,000 |
| b) business support services Include: reproductions, call centres and debt collection | | |
| | F61311 | \$ <input type="text"/> ,000 |
| c) other office and computer related purchased services | | |
| Total office and computer related purchased services | F61310 | \$ <input type="text"/> ,000 |

2. Professional fees and services

'000 CAN\$

| | | |
|---|--------|------------------------------|
| | F62402 | \$ <input type="text"/> ,000 |
| a) legal services | | |
| | F62403 | \$ <input type="text"/> ,000 |
| b) accounting, tax preparation, bookkeeping and payroll services | | |
| | F62404 | \$ <input type="text"/> ,000 |
| c) management, scientific and technical consulting services Include: training | | |
| | F62405 | \$ <input type="text"/> ,000 |
| d) office administrative services | | |
| | F62406 | \$ <input type="text"/> ,000 |
| e) freight transportation arrangements and customs brokering services | | |
| | F62407 | \$ <input type="text"/> ,000 |
| f) brokerage and other insurance related services | | |
| | F62408 | \$ <input type="text"/> ,000 |
| g) security brokerage and securities dealing services | | |
| | F62409 | \$ <input type="text"/> ,000 |
| h) other purchased professional services | | |
| Total professional fees and services | F62400 | \$ <input type="text"/> ,000 |

3. Rental and leasing services

'000 CAN\$

| | | |
|--|-------------|--|
| | F62411 | |
| a) non-residential real estate rental | \$ [] ,000 | |
| | F62412 | |
| b) motor vehicle rental and leasing | \$ [] ,000 | |
| | F62413 | |
| c) computer equipment rental and leasing | \$ [] ,000 | |
| | F62414 | |
| d) office machinery and equipment rental and leasing services Exclude: computer equipment | \$ [] ,000 | |
| | F62415 | |
| e) commercial and industrial machinery and equipment renting and leasing services, without operator Exclude: office equipment | \$ [] ,000 | |
| | F62416 | |
| f) other rental services | \$ [] ,000 | |
| Total rental services | \$ [] ,000 | |

4. Repairs and maintenance services

'000 CAN\$

| | | |
|--|-------------|--|
| | F62417 | |
| a) security services and investigation | \$ [] ,000 | |
| | F62418 | |
| b) waste management and remediation services | \$ [] ,000 | |
| | F62419 | |
| c) motor vehicle repair and maintenance services | \$ [] ,000 | |
| | F62421 | |
| d) other repair and maintenance services | \$ [] ,000 | |
| Total repair and maintenance | \$ [] ,000 | |

5. Royalties, franchise fees and membership

'000 CAN\$

| | | |
|--|-------------|--|
| | F62002 | |
| a) rights to non-financial intangible assets | \$ [] ,000 | |
| | F62603 | |
| b) membership fees or services | \$ [] ,000 | |
| | F62003 | |
| c) other royalties, franchise fees and memberships | \$ [] ,000 | |
| Total royalties, franchise fees and memberships | \$ [] ,000 | |

Sales by type of customer

What was this business's breakdown of sales by the following types of client?

1. Clients in Canada

percentage

F43008_c1

a) individuals and households

 %

F43008_c2

b) businesses

 %

F43008_c3

c) governments, not-for-profit organizations and public institutions
(e.g., hospitals and schools)

 %

F43008_c4

2. Clients outside of Canada

 %

100%

For Information Only

International transactions

Revenue received from exports

1. Did this business receive revenue from **clients outside Canada** for the sale of products, services, royalties, rights, licensing or franchise fees?

B05011_b

- Yes**, complete **questions 2, 3 and 4**.
- No**, go to **question 5**.

2. What was the revenue received from **clients outside Canada**? \$ ^{F43217} ,000

3. What was the percentage breakdown of revenue received from **clients outside Canada** by goods, services and royalties?

| | percentage |
|---|---|
| a) <u>goods</u> | <input type="text" value=""/> ^{F43218} % |
| b) <u>services</u> | <input type="text" value=""/> ^{F43219} % |
| c) <u>royalties, rights, licensing and franchise fees</u> | <input type="text" value=""/> ^{F47202} % |
| Total | <input type="text" value=""/> ^{F43590} % |

4. What was the percentage breakdown of revenue received from **clients outside Canada** by country?

| | percentage |
|---|--|
| a) <u>United States</u> | <input type="text" value=""/> ^{F43221_g1} % |
| b) <u>Mexico</u> | <input type="text" value=""/> ^{F43221_g2} % |
| c) <u>other countries — please specify by listing top 4 contributors:</u> | |
| <input type="text" value=""/> ^{B50002_1} | <input type="text" value=""/> ^{F43222_1} % |
| <input type="text" value=""/> ^{B50002_2} | <input type="text" value=""/> ^{F43222_2} % |
| <input type="text" value=""/> ^{B50002_3} | <input type="text" value=""/> ^{F43222_3} % |
| <input type="text" value=""/> ^{B50002_4} | <input type="text" value=""/> ^{F43222_4} % |

Purchases from outside Canada (imports)

5. Did this business make payments to **suppliers outside Canada** for the purchase of products, services, royalties, rights, licensing or franchise fees?

B05012_b

- Yes**, complete **questions 6, 7 and 8**.
- No**, go to **next section**.

6. What were the payments made to **suppliers outside Canada**? \$ ^{F61314} ,000

7. What was the percentage breakdown of payments made to **suppliers outside Canada** by goods, services and royalties?

| | percentage |
|---|---|
| a) <u>goods</u> | <input type="text" value=""/> ^{F61315} % |
| b) <u>services</u> | <input type="text" value=""/> ^{F61316} % |
| c) <u>royalties, rights, licensing and franchise fees</u> | <input type="text" value=""/> ^{F61317} % |
| Total | <input type="text" value=""/> ^{F61330} % |

8. What was the percentage breakdown of payments made to **suppliers outside Canada** by country?

| | percentage |
|---|--|
| a) <u>United States</u> | <input type="text" value=""/> ^{F61318_g1} % |
| b) <u>Mexico</u> | <input type="text" value=""/> ^{F61318_g2} % |
| c) <u>other countries — please specify by listing top 4 contributors:</u> | |
| <input type="text" value=""/> ^{B50003_1} | <input type="text" value=""/> ^{F61319_1} % |
| <input type="text" value=""/> ^{B50003_2} | <input type="text" value=""/> ^{F61319_2} % |
| <input type="text" value=""/> ^{B50003_3} | <input type="text" value=""/> ^{F61319_3} % |
| <input type="text" value=""/> ^{B50003_4} | <input type="text" value=""/> ^{F61319_4} % |

General information

Confidentiality

Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*.

Statistics Canada will use information from this survey for statistical purposes.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

Section 11 of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon. The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Section 12 of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Record linkages

To enhance the data from this survey and to minimize the reporting burden, Statistics Canada may combine it with information from other surveys or from administrative sources.

Thank you for completing this questionnaire.

Please retain a copy for your records.

Visit our website, www.statcan.gc.ca

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