

# 2010 Survey of Service Industries: Personal Services

## Reporting Guide

This guide is designed to assist you as you complete the 2010 Survey of Service Industries. If you need more information, please call the Statistics Canada Help Line at the number below.

**Help Line: 1-800-972-9692**

### 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*. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to information Act* or any other legislation. Therefore, for example, **the Canada Revenue Agency cannot access identifiable survey records from Statistics Canada.**

Information from this survey will be used for statistical purposes only and will be published in aggregate form only.

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## B - Main business activity

### 1. Please describe the nature of your business.

To ensure that you have received the appropriate questionnaire, you are asked to describe the nature of your business. The description should briefly state the main activities of your business unit.

### 2. Please check the one main activity which most accurately represents your main source of revenue.

Below is a description of each main activity.

#### Personal care services

##### Barber shops

This industry group comprises establishments primarily engaged in providing hair care services to men, including hair cutting and styling, and the trimming or shaving of beards and moustaches.

##### Exclude:

- unisex hair salons;
- hair replacement centres.

##### Beauty salons and/or esthetic services

This industry comprises establishments primarily engaged in providing hair care services to women, providing esthetic services such as manicures and pedicures, non-medical skin treatments, or a combination of these services.

##### Exclude:

- cosmetician/esthetician schools;
- practices of dermatologists;
- unisex hair salons;
- hair removal and hair replacement studios.

##### Unisex hair salons

This industry comprises establishments primarily engaged in cutting and styling men's or women's hair. Establishments that combine hair care services for men or women with esthetic services are also included.

##### Other personal care services

This industry comprises establishments, not classified to any other industry, primarily engaged in providing personal care services.

##### Include:

- bath houses;
- ear piercing services;
- hair removal (electrolysis);
- hair replacement services;

- massage parlours;
- saunas;
- scalp treatment services;
- tattoo parlours;
- turkish baths;
- weight reduction centres (non-medical).

##### Exclude:

- health clubs and similar facilities featuring exercise and other active physical fitness conditioning.

#### Laundry services

##### Coin-operated laundries and dry cleaners

This industry comprises establishments primarily engaged in providing self-service, coin-operated laundry and dry cleaning facilities for public use.

##### Dry cleaning and laundry services, except coin-operated

This industry comprises establishments primarily engaged in laundering, dry cleaning, and pressing apparel and linens of all types, including leather. These establishments may also provide clothing repair and alteration services. Laundry pick-up and delivery stations, operated independently from power laundries and dry cleaning plants, and establishments primarily engaged in cleaning, repairing and storing fur garments are also included.

##### Exclude establishments primarily engaged in:

- retailing fur garments, combined with cleaning, repairing or storing;
- storing furs for the trade;
- operating clothing alteration and repair shops.

##### Linen and uniform supply

This industry comprises establishments primarily engaged in supplying and laundering towels, napkins, tablecloths, sheets, gowns, aprons, diapers and other linen items, for household or commercial use, typically on a contract basis. Establishments engaged in supplying and laundering commercial and industrial uniforms, laboratory coats, safety gloves, and flame and heat resistant clothing are also included.

##### Exclude establishments primarily engaged in:

- renting formal wear and costumes.

#### Funeral services

##### Funeral homes

This industry comprises establishments primarily engaged in preparing the dead for burial or interment and conducting funerals.

### **Cemeteries and crematoria**

This industry comprises establishments primarily engaged in operating sites or structures reserved for the interment of human or animal remains, and cremating the dead. Includes mausoleums, memorial gardens, and pet cemeteries.

### **Other personal services**

#### **Pet care services, except veterinary**

This industry comprises establishments primarily engaged in grooming and boarding pet animals.

#### **Include:**

- animal shelters;
- boarding kennels;
- pet grooming, sitting, or training services.

#### **Exclude:**

- breeding and raising pets;
- operating animal hospitals;
- operating humane societies.

#### **Photo finishing laboratories (except one-hour)**

This industry comprises establishments primarily engaged in developing film and making photographic slides, prints and enlargements, on a large-scale basis, typically for commercial clients, and providing specialty services not normally available from one-hour finishing laboratories.

#### **Exclude:**

- laboratories that process film for the motion picture industry.

#### **One-hour photo finishing**

This industry comprises establishments primarily engaged in developing film and printing still photographs for the public, through the use of automated photo finishing equipment located in shopping malls and other convenient locations. These establishments may also retail photographic supplies.

**Exclude** establishments primarily engaged in:

- providing access to coin-operated photo machines.

#### **Parking lots and garages**

This industry comprises establishments primarily engaged in operating parking lots and parking garages. These establishments provide temporary parking services for motor vehicles, usually on an hourly, daily, or monthly basis.

#### **Include:**

- valet parking services.

**Exclude** establishments primarily engaged in:

- the dead storage of automobiles.

### **All other personal services**

This industry comprises establishments, not classified elsewhere, primarily engaged in providing personal services.

#### **Include:**

- bail bonding;
- checkroom services;
- coin-operated service machine operation (i.e., scales, shoe shine, lockers, blood pressure, photo);
- comfort station operation;
- escort services;
- party planning services;
- personal shopping services;
- psychic services;
- shoeshine services;
- special occasion greeting services.

#### **Exclude:**

- private households employing nannies or other domestics;
- babysitting (child care) in own home.

If none of the above activities describes your main source of revenue, please call **1-800-972-9692** for further instructions.

## **C - Reporting period information**

Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2010 and March 31, 2011. Please indicate the reporting period covered by this questionnaire.

## **D - Revenue**

A detailed breakdown may be requested in other sections.

### **1. Sales of goods and services (e.g., rental and leasing income, commissions, fees, admissions, services revenue) Report net of returns and allowances.**

Sales of goods and services are defined as amounts derived from the sale of goods and services (cash or credit), falling within a business's ordinary activities. Sales should be reported net of trade discount, value added tax and other taxes based on sales.

#### **Include:**

- sales from Canadian locations (domestic and export sales);
- transfers to other business units or a head office of your firm.

**Exclude:**

- transfers into inventory and consignment sales;
- federal, provincial and territorial sales taxes and excise duties and taxes;
- intercompany sales in consolidated financial statements.

**2. Grants, subsidies, donations and fundraising**

Please report contributions received during the reporting period.

**Include:**

- non-repayable grants, contributions and subsidies from all levels of government;
- revenue from private sector (corporate and individual) sponsorships, donations and fundraising.

**3. Royalties, rights, licensing and franchise fees**

A royalty is defined as a payment received by the holder of a copyright, trademark or patent.

Please **include** revenue received from the sale or use of all intellectual property rights of copyrighted musical, literary, artistic or dramatic works, sound recordings or the broadcasting of communication signals.

**4. Investment income (dividends and interest)**

Investment income is defined as the portion of a company's income derived from its investments, including dividends and interest on stocks and bonds.

**Include** interest from:

- foreign sources;
- bonds and debentures;
- mortgage loans;
- G.I.C. interest;
- loan interest;
- securities interest and deposits with bank interest.

**Exclude:**

- equity income from investments in subsidiaries or affiliates; these amounts should be reported in **section E**, at question 25.

**5. Other revenue (please specify)****Include:**

- amounts not included in questions 1 to 4 above.

**6. Total revenue**

The sum of questions 1 to 5.

**E - Expenses****1. Salaries and wages of employees who have been issued a T4 statement**

Please report all salaries and wages (including taxable allowances and employment commissions **as defined** on the T4 – Statement of Remuneration Paid) before deductions for this reporting period.

**Include:**

- vacation pay;
- bonuses (including profit sharing);
- employee commissions;
- taxable allowances (e.g., room and board, vehicle allowances, gifts such as airline tickets for holidays);
- severance pay.

**Exclude:**

- all payments and expenses associated with casual labour and outside contract workers; please report these amounts in this section, at question 5.

**2. Employer portion of employee benefits****Include** contributions to:

- health plans;
- insurance plans;
- employment insurance;
- pension plans;
- workers' compensation;
- contributions to any other employee benefits such as child care and supplementary unemployment benefit (SUB) plans;
- contributions to provincial and territorial health and education payroll taxes.

**3. Commissions paid to non-employees**

Please report commission payments to outside workers without a T4 – Statement of Remuneration Paid.

**Include:**

- commission payments to independent real estate agents and brokers.

**4. Professional and business services fees****Include:**

- legal;
- accounting and auditing;
- consulting;
- education and training;
- architect;

- appraisal;
- management and administration.

**5. Subcontract expenses (include contract labour, contract work and custom work)**

Subcontract expense refers to the purchasing of services from outside of the company rather than providing them in-house.

**Include:**

- hired casual labour and outside contract workers.

**6. Charges for services provided by your head office**

**Include:**

- parent company reimbursement expenses and interdivisional expenses.

**7. Cost of goods sold, if applicable (purchases plus opening inventory minus closing inventory)**

Report cost of purchased goods that were resold during the reporting period. If applicable, report cost of goods and material used in manufacturing of sold products.

**Include:**

- goods purchased for resale: purchases during the period (including freight-in) **plus** opening inventory **less** closing inventory;
- materials used in manufacturing of products sold: report **only** the material component of cost of finished manufactured goods that were sold during the reporting period.

**Exclude:**

- direct and indirect labour costs (salaries, wages, benefits, and commissions);
- overhead and all other costs normally charged to cost of goods sold, such as depreciation, energy costs, utilities, sub-contracts, royalties, transportation, warehousing, insurance, rental and leasing; these expenses should be reported elsewhere in the detailed categories provided.

**8. Office supplies**

**Include:**

- office stationery and supplies, paper and other supplies for photocopiers, printers and fax machines;
- diskettes and computer upgrade expenses;
- data processing.

**Exclude:**

- postage and courier;
- telephone, Internet and other telecommunications expenses (please report this amount in this section, at question 14).

**9. Rental and leasing (include rental of premises, equipment, motor vehicles, etc.)**

**Include:**

- lease rental expenses, real estate rental expenses, condominium fees and equipment rental expenses;
- motor vehicle rental and leasing expenses;
- rental and leasing of computer and peripheral expenses;
- studio lighting and scaffolding, and other machinery and equipment expenses;
- fuel and other utility costs covered in your rental and leasing contracts.

**10. Repair and maintenance (e.g., property, equipment, vehicles)**

**Include** expenses for the repair and maintenance of:

- buildings and structures;
- vehicles (including vehicle fuel);
- machinery and equipment;
- security equipment;
- costs related to materials, parts and external labour associated with these expenses.

Also **include** janitorial and cleaning services and garbage removal.

**11. Insurance (include professional liability, motor vehicles, etc.)**

**Include:**

- professional and other liability insurance;
- motor vehicle and property insurance;
- executive life insurance;
- bonding, business interruption insurance and fire insurance.

Insurance recovery income should be deducted from insurance expenses.

**12. Advertising, marketing and promotions (report charitable donations at question 22)**

**Include:**

- newspaper advertising and media expenses;
- catalogues, presentations and displays;
- meeting and convention expenses;
- tickets for theatre, concerts and sporting events for business promotion;
- fundraising expenses.

### 13. Travel, meals and entertainment

**Include:**

- passenger transportation, accommodation and meals while travelling;
- other travel allowances as well as meal, entertainment and hospitality purchases for clients.

### 14. Utilities and telecommunications expenses (include gas, heating, hydro, water, telephone and Internet expenses)

**Include:**

- diesel, fuel wood, natural gas, oil and propane;
- sewage.

**Exclude:**

- energy expenses covered in your rental and leasing contracts;
- vehicle fuel.

### 15. Property and business taxes, licences and permits

**Include:**

- property taxes paid directly and property transfer taxes;
- vehicle licence fees;
- beverage taxes and business taxes;
- trade licence fees;
- membership fees and professional licence fees.

### 16. Royalties, rights, licensing and franchise fees

**Include:**

- amounts paid to holders of patents, copyrights, performing rights and trademarks;
- gross overriding royalty expenses and direct royalty costs;
- resident and non-resident royalty expenses;
- franchise fees.

### 17. Delivery, warehousing, postage and courier

**Include:**

- amounts paid for courier, custom fees, delivery and installation;
- distribution, ferry charges and cartage;
- freight and duty, shipping, warehousing and storage.

### 18. Financial service fees

**Include:**

- explicit service charges for financial services;

- credit and debit card commissions and charges;
- collection expenses and transfer fees;
- registrar and transfer agent fees;
- security and exchange commission fees;
- other financial service fees.

**Exclude:**

- interest expenses.

### 19. Interest expenses

Please report the cost of servicing your company's debt.

**Include** interest on:

- short-term and long-term debt;
- capital leases;
- bonds and debentures and mortgages.

### 20. Amortization and depreciation of tangible and intangible assets

**Include:**

- direct cost depreciation of tangible assets and amortization of leasehold improvements;
- amortization of intangible assets (e.g., amortization of goodwill, deferred charges, organizational costs, and research and development costs).

### 21. Bad debts

A bad debt is the portion of receivables deemed uncollectible, typically from accounts receivable or loans.

**Include:**

- allowance for bad debts.

Bad debt recoveries are to be netted from bad debt expenses.

### 22. All other expenses (please specify)

**Include:**

- amounts not included in questions 1 to 21;
- charitable and political expenses;
- research and development expenses;
- recruiting expenses.

### 23. Total expenses

The sum of questions 1 to 22.



## 24. Corporate taxes, if applicable

### Include:

- federal, provincial and territorial current income taxes and federal, provincial and territorial provision for deferred income taxes.

## 25. Gains (losses) and other items

### Include:

- realized gains/losses on disposal of assets and realized gains/losses on sale of investments;
- foreign exchange gains/losses, subsidiary/affiliate share of income/losses and other division income/losses;
- joint venture income/losses and partnership income/losses;
- unrealized gains/losses, extraordinary items, legal settlements, and other unusual items;
- write-offs.

## 26. Net profit/loss after tax and other items

Total revenue **less** Total expenses **minus** Corporate taxes **plus** Gains (losses) and other items.

## K - Provincial/territorial distribution

This section is intended to collect information on the locations operated by your business during the reporting period.

Please report the number of business units or locations operating in Canada during the reporting period. Business unit is defined as the lowest level of the firm for which accounting records are maintained for such details as revenue, expenses and employment.

Please report data for the provinces or territories in which you have business units and indicate if you are reporting in Canadian dollars **or** percentages.

## General information

### Survey purpose

Statistics Canada conducts this survey to obtain detailed and accurate data on this industry, which is recognised as being an important contributor to the Canadian economy. Your responses are critically important to produce reliable statistics used by businesses, non-profit organizations and all levels of government to make informed decisions in many areas.

The information from this survey can be used by your business to benchmark your performance against an industry standard, to plan marketing strategies or to prepare business plans for investors. Governments use the data to develop national and regional economic policies and to develop programs to promote domestic and international competitiveness. The data are also used by trade associations, business analysts and investors to study the economic performance and characteristics of your industry.

### 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 must 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, Statistics Canada may combine it with information from other surveys or from administrative sources.

**Please note that Statistics Canada does not share any individual survey information with the Canada Revenue Agency.**

Please visit our website at [www.statcan.gc.ca/survey-enquete/index-eng.htm](http://www.statcan.gc.ca/survey-enquete/index-eng.htm) or call us at **1-800-972-9692** for more information about these data-sharing agreements.

**Thank you!**