



Unified Enterprise Survey-Annual

## **2002 Survey of Service Industries: Repair and Maintenance Services**

# **Questionnaire Guide**

**This guide is designed to provide additional information as you work through your questionnaire. If further assistance is required, please call us. A Statistics Canada agent will be happy to assist you.**

**Help Line: 1 888 881-3666**



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**Canada owes the success of its statistical system to a long-standing co-operation involving Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued co-operation and goodwill.**



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## The Statistics Act

The *Statistics Act* requires businesses and individuals to provide information needed to produce official statistics. Mandatory response is required for this business survey because the results are used directly or indirectly for programs that are legally mandated by Parliament. You can consult a copy of the *Statistics Act* on the Statistics Canada Web site (go to [www.statcan.ca](http://www.statcan.ca) and follow the links "About Statistics Canada", then "Protecting confidentiality and privacy").

### Name and address

Please make sure the information pre-printed on the front page of the questionnaire is correct. If incorrect, please make the necessary changes in the corresponding boxes.

## Section A: General Information

### Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs and help businesses track their performance relative to the industry averages.

This survey is part of the Unified Enterprise Survey (UES) program that incorporates several annual business surveys into a single framework using questionnaires with a consistent look, structure and content. Through the unified approach, firms operating in different industries provide similar information for each branch operation.

### Data-sharing agreements

To avoid duplicating surveys and to ensure more uniform statistics, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and with several government departments and agencies that also require your data. The objective is to share data from some surveys for those business establishments operating within their respective jurisdictions. **These agreements require that the shared data be used for statistical purposes and be kept confidential.** Survey participants are always informed at the time of collection if a sharing agreement applies to a particular survey.

There are two types of data-sharing agreements that exist under the *Statistics Act*:

**Agreements under Section 11** of the *Statistics Act* allow to share information from the Unified Enterprise Survey program with the statistical agencies of *Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta* and *British Columbia*. These statistical agencies have been established under provincial legislation authorizing them to collect this information on their own or jointly with Statistics Canada. Their legislation also provides the same confidentiality protection and outlines similar penalties for disclosure of confidential information as the federal *Statistics Act*.



**Agreements under Section 12** of the *Statistics Act* allow to share information from the Unified Enterprise Survey program with the statistical agencies of *Prince Edward Island, the Yukon, the Northwest Territories and Nunavut*. All these Section 12 agreements require that the information be kept strictly confidential.

Under Section 12, you may refuse to share your information with any of these agencies by writing a letter of objection to the Chief Statistician of Canada and returning it with your completed questionnaire. Please specify those agencies from which data shall be withheld.

**Note regarding Section 12 agreements:**

For business units in the manufacturing and forestry industries, Section 12 agreements also exist to share information with the following government departments and agencies:

*Natural Resources Canada* for all business units in the manufacturing industries.

*The Newfoundland and Labrador Department of Natural Resources, the New Brunswick Department of Natural Resources and Energy, the Quebec Ministry of Natural Resources, the Ontario Ministry of Northern Development and Mines, the Manitoba Department of Energy and Mines and the British Columbia Ministry of Energy, Mines and Petroleum Resources* for business units in Non-Ferrous Metal (except Aluminum), Smelting and Refining, Clay Building Material and Refractory Manufacturing, Cement Manufacturing and Lime Manufacturing. In addition to allowing the use of the information for statistical purposes, the agreements with these agencies also allow them to use the information in accordance with the provisions of their governing legislation.

*The Ontario Ministry of Natural Resources* for business units in Logging, Sawmills (except Shingle and Shake Mills), Hardwood Veneer and Plywood Mills, Softwood Veneer and Plywood Mills, Wood Preservation, Particle Board and Fibreboard Mills, Waferboard Mills, Mechanical Pulp Mills, Chemical Pulp Mills, Paper (except Newsprint) Mills, Newsprint Mills and Paperboard Mills.

In cases where the information is reported on an amalgamated basis and relates to operations in more than one province or territory, Statistics Canada may allocate a portion of the reported information to those other operations. The allocated information will be shared in accordance with the Section 11 or 12 agreements of the *Statistics Act*, as described above.

In cases where there is a separate head office, Statistics Canada may adjust the reported revenues of that head office so that those revenues more fully reflect the value of the services the head office provides. In such cases, there will be a corresponding adjustment to the reported expenses of the units served. The adjusted information will be shared in accordance with the Section 11 or 12 agreements of the *Statistics Act*, as described above.

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

For more information about these data-sharing agreements, please contact Statistics Canada at our toll-free number **1 888 881-3666**.



## **Confidentiality**

**Your answers are confidential.** The *Statistics Act* protects the confidentiality of information collected by Statistics Canada. All Statistics Canada employees take an oath of secrecy and face severe penalties for any breach of confidentiality. The collected information cannot be disclosed under the Access to Information Act or any other Act.

Statistics Canada publishes data as statistical summaries, tables and graphs so no released information can identify any individual business.

### **Fax or other Electronic Transmission Disclosure**

Statistics Canada advises you that there could be a risk of disclosure during the 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*

### **Reporting Instructions**

- Report for **all** operation(s) and/or location(s) pre-printed in the address area of the questionnaire above. If it is not possible to report for the above business unit(s), please explain the reason(s) in the comments section at the end of the questionnaire.
- When precise figures are not available, please provide your best estimates.

## **Section B: Main Business Activity**

### **North American Industry Classification System (NAICS)**

The survey is based on the 1997 North American Industry Classification System (NAICS). The following NAICS codes incorporate:

#### **8111 Automotive Repair and Maintenance Services**

**Note:** for the purpose of this questionnaire, automotive repair and maintenance includes work done on cars, trucks, vans, commercial tractor trailers, etc.

##### **81111 General Automotive Mechanical and Electrical Repair and Maintenance :**

Comprises establishments primarily engaged in providing a range of mechanical and electrical repair and maintenance services for motor vehicles, such as:

- engine repair and maintenance;
- exhaust system replacement;
- transmission repair and electrical system repair;
- front end alignment shops;



- automotive brake repairing;
- motor vehicle suspension shops;
- radiator repair shops for motor vehicle;
- automotive springs rebuilding and repair;
- transmission repair and replacement;
- electrical repair shops;
- air-conditioning installation and repair for motor vehicle;
- automotive fuel system conversion;
- businesses specializing in engine repair and replacement are also included.

**Exclusions:** establishments primarily engaged in :

- retailing motor vehicles, parts and accessories, and providing repair services (Motor Vehicle and Parts Dealers);
- retailing new and rebuilt motor vehicle parts and accessories and repairing automobiles (Automotive Parts and Accessories Stores);
- retailing motor fuels and providing motor vehicle repair services (Gasoline Stations).

#### **81112 Automotive Body, Paint, Interior and Glass Repair and Maintenance**

*Automotive Body, Paint and Interior Repair and Maintenance:*

Comprises establishments primarily engaged in repairing, customizing and painting motor vehicle bodies, and repairing and customizing motor vehicle interiors, such as:

- antique and classic automobile restoration;
- limousine produced by custom conversion;
- automotive upholstery and trim shops;
- paint and body shops;
- collision repair;
- truck or trailer body repair;
- and frame repair shops.

**Exclusions:** establishments primarily engaged in:

- manufacturing motor vehicles and converting vehicles on a factory basis (Transportation Equipment Manufacturing).

**OR** *Automotive Glass Replacement Shops:*

Establishments primarily engaged in replacing and repairing motor vehicle glass, such as motor vehicle glass replacement service and automotive window tinting.



### **81119 Other Automotive Repair and Maintenance**

#### *Car Washes:*

Establishments primarily engaged in washing and cleaning motor vehicles, such as auto detail shops, mobile wash units (trucks, autos), and automobile washing and polishing.

#### **OR**

Establishments primarily engaged in providing other motor vehicle repair and maintenance, such as motor vehicle diagnostic centres, lubrication or undercoating services, emissions testing service (without repair), and tire repairing.

**Exclusions:** establishments primarily engaged in:

- tire retreading or recapping (Tire Manufacturing);
- repairing air-conditioners other than automotive (Appliance Repair and Maintenance);

### **81121 Electronic and Precision Equipment Repair and Maintenance**

Comprises establishments *primarily engaged in repairing and maintaining* electronic equipment and precision instruments.

- electrical measuring instrument repair and calibration;
- nautical and navigational instrument, repair;
- photographic equipment, repairing;
- precision instrument repair;
- repair and maintenance of computers and related equipment;
- repair of electronic equipment;
- repair of industrial process control equipment;
- stereo equipment, repair service;
- television repair shops.

**Exclusion(s):** Establishments primarily engaged in:

- **rewinding** armatures and **rebuilding** electric motors;
- retailing new electronics and also providing repair services;
- installing and repairing locks.

### **81131 Commercial and Industrial Machinery and Equipment Repair and Maintenance** (*except automotive and electronic repair and maintenance*)

Comprises establishments *primarily engaged in repairing and maintaining* commercial and industrial machinery and equipment, *except automotive and electronic*.

- blacksmith service;
- construction machinery and equipment, repair;
- fire extinguishers, servicing;
- industrial equipment and machinery, repair;
- motor repair, electric;
- reconditioning metal drums and shipping containers;





- repair of non-domestic cooling and refrigeration equipment;
- tank and boiler cleaning service;
- welding repair service.

**Exclusion(s):** Establishments primarily engaged in:

- **rewinding** armatures or **rebuilding** electric motors;
- repairing and overhauling aircraft at the factory;
- repairing and overhauling railroad engines and cars at the factory;
- repairing and overhauling ships at the shipyard;
- repairing and servicing aircraft in a hangar;
- repairing and servicing railroad cars and engines in a railroad yard;
- repairing and overhauling ships at floating dry docks.

## Section C: Reporting Period Information

1. Please report for your **fiscal year** (normal business year) ending between April 1, 2002 and March 31, 2003. Please indicate below the period covered by this questionnaire.
2. If you did not operate this business unit for a full year, please check the reason(s) in the related section of the questionnaire.
3. Please indicate, in the related section of the questionnaire any change that may have occurred in the organization of this business unit during this fiscal year.

## Section D: Business Unit Organization

Please specify the type of organization (check **one** only)

## Section E: Personnel Characteristics

**Question:**

**A. Working proprietors and partners:**

For unincorporated businesses, on question 1, please report the number of partners and owners whose earning will be the net income of the partnership or proprietorship.



**B. Number of paid employees:**

At question 1, please report the total number of employees that work full time. The total count of employees should be based on year-end payroll summary.

At question 2, please report the number of employees that work part-time.

At question 3, sum of items 1 and 2.

## Section F: Revenue

**Please include:**

- all revenue (including electronic commerce) recorded in your accounts for sales or transfers to other businesses and to other units of your business;
- all revenue (including electronic commerce) received from outside Canada by this business unit.

**Please exclude:**

- federal or provincial sales taxes collected for remittance to a government agency.

**Question:**

**1. Repair and Maintenance – labour / charges**

*Include* also the revenue of car wash operation.

**2. Repair and Maintenance – parts and accessories (used in service and repair work only)**

Do not *include* here parts and accessories purchased for resale only.

**3. Total repair and maintenance revenue:** add amounts reported at questions 1 and 2

**4. Sales of automotive fuels (only for Automotive Repair and Maintenance Services)**

*Include* ethanol blends, natural gas, propane, gasoline, diesel, etc.

This question relates to you only if you operate an Automotive Repair and Maintenance business.

**5. Sales of merchandise, parts and accessories (for resale in the same condition as purchased)**

*Include* here only the merchandise, parts and accessories purchased for resale in the same condition as purchased. Please specify two major items' \$ value on the first two lines and the \$ value of the other items on the third line.



**6. Sales of reconditioned and used equipment and merchandise (not for Automotive Repair and Maintenance Services)**

Do not answer this question if you operate an Automotive Repair and Maintenance business.

**7. If you operate a car wash** please report the amount originated from items sold by your operations.

**8. Rental or leasing of goods, equipment and repair space, etc.**

**9. Commission**

**10. Sales of discarded and recycled materials and supplies.**

**11. All other revenue**

***Include:***

all other revenue for which you do not have report \$ value in previous cells. *Please specify* two major items' \$ value on the first two lines and the \$ value of the other items on the third line. (e.g., bad debt recoveries, interest revenue etc.).

## **Section G: Distribution of Revenue by Type of Client**

Data on your revenue by type of client 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.

## **Section H: Purchases and Inventories**

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

***Include*** inventory at this business unit and at any warehouse or selling outlet that is treated as part of this business unit and inventory in transit in Canada or on consignment in Canada.

***Exclude*** inventory held abroad or held on consignment for others.

**1. Cost of goods sold – Parts and accessories (used in service and repair work only)**

***Include*** the cost of goods sold for the parts you used only in service and repair work.



**2. Cost of goods sold – Parts, accessories and other merchandise (for resale only)**

**Include** the cost of goods sold for the merchandise, parts and accessories purchased for resale in the same condition as purchased (i.e. not used in any type of service and repair work).

**3. Total of Cost of goods sold** is equal to total value of inventory opening plus total purchases minus total value of inventory closing.

## Section I: Expenses

**Please include:**

- all expenses (including electronic commerce) within or outside Canada recorded by this business unit

**Please exclude:**

- GST/HST and TVQ (Quebec)

**Question:**

**1. Salaries and wages paid to employees for whom you issued a T4 – Statement of Remuneration Paid form**

**Include** all salaries and wages before deductions, vacation pay, bonuses and commissions.

**2. Employer portion of employee benefits paid for all employees for whom you issued a T4 – Statement of Remuneration Paid form**

**Include** employer contributions to pension, medical/life insurance plans, employment insurance and workers' compensation.

**3. Total labour remuneration**

Sum of questions 1 and 2.

**4. Office supplies**

**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 7, "Postal and courier";
- Telephone and other telecommunication expenses. Please report these payments in this section at question 8, "Telephone and other telecommunications".



**5. Energy and water**

*Including* fuel for vehicles.

**6. Goods transportation, warehousing and storage** (i.e. trucking, freight forwarding, customs brokerage, etc.)

**7. Postal and courier**

*Include* local messenger and delivery expenses.

**8. Telephone and other telecommunications**

*Include:*

- telephone, fax, cellular phone, or pager services for transmission of voice, data or image;
- Internet access charge;
- Purchased cable and satellite transmission of television, radio and music programs.

**9. Rental and leasing**

*Include* office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods.

Please specify two major items' \$ value on the first two lines and the \$ value of the other items on the third line.

**10. Purchased maintenance and repair service expenses for:**

- buildings and structures;
- machinery and equipment and other goods.

*Include* materials, parts and labour, janitorial, snow removal and cleaning services.

*Exclude:*

- Property management fees. Please report these payments in this section at question 20, "Management fees or any other service fees".
- Expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 9, "Rental and leasing";

**11. Payments to employment agency or personnel supplier**

(e.g., pay for temporary workers paid through an agency and/or charges for personnel search services).

**12. Professional and business service fees**

*Include:*

- Legal, accounting and auditing fees;
- Education and training fees;
- Data processing fees;
- Payroll preparation fees;
- Consulting fees.



**13. Financial service fees** (e.g., bank charges, credit and debit card commissions)

*Exclude* interest expenses. Please report these in this section at question 22, "All other expenses".

**14. Insurance premiums**  
(liability, auto, building, equipment, etc.)

*Exclude* premiums paid directly to your Head Office, if applicable. Please report this amount in this section at question 20, "Management fees or any other service fees".

**15. Advertising and promotion**

*Include* promotional material, trade shows.

**16. Travelling and entertainment**

*Include* passenger transportation, accommodation, meals while travelling and other travel allowances.

**17. Property and business taxes, licenses and permits**

*Include:*

- property taxes (except those which are covered in your rental and leasing expenses);
- property transfer taxes;
- vehicle license fees;
- lot levies;
- lease fees to governments (e.g., access to shoreline, stumpage fees).

**18. Royalties and franchise fees**

**19. Sewage and refuse, sanitation and other environmental protection services**

**20. Management fees or any other service fees**

*Include* legal, advertising, insurance paid to head office and other business support units (e.g., warehouses, sale centres, trucking facilities).

**21. Total depreciation and amortization**

(e.g., vehicles, buildings, other goods and equipment, including this business unit's assets and capital lease obligations).

**22. All other expenses**

(e.g., contributions to provincial health and education payroll taxes, allowances for bad debts, donations, and inventory adjustments, **including** interest expenses). Please specify two major items' \$ value on the first two lines and the \$ value of the other items on the third line.



## **Section J: Certification**

If the person completing the questionnaire is not the same person listed on the pre-printed information on the front page, please provide the information requested on this page. This will allow Statistics Canada to contact the right person, should there be any questions about the information provided by this firm.

## **Section K: Comments**

Your comments are important to Statistics Canada. We would be pleased to contact you to address your comments or to send you information from this survey.