



Unified Enterprise Survey - Annual

# 2000 Survey of Service Industries: Employment Services

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 nous appeler sans frais au numéro de téléphone suivant : 1 888 881-3666.

For Information Only

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/Zip 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. For more information on survey purpose, please consult the enclosed booklet entitled "Statistics Canada Business Surveys".

### 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. The questionnaire(s) can also be faxed back to Statistics Canada at **1 888 883-7999**. Thank you.

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

Name of the primary person completing this questionnaire:		0013	[Grid for name]		
0026		0054	[Grid for name]		
<input type="radio"/> Mr. <input type="radio"/> Mrs. <input type="radio"/> Miss <input type="radio"/> Ms.		First name			
		Last name			
Title: 0014	E-mail address: 0018		Web site address: 0020		
Telephone number: 0017 (    )	Extension: 0027	Fax number: 0016 (    )	Date completed: YYYY    MM    DD		
Signature:		0015	[Grid for date]		

I certify that the information contained herein is complete and correct to the best of my knowledge.

5-6100-179.1: 2001-02-06 STC/UES-307-75135 PART II.V - 2000 Survey of Service Industries: Employment Services

## Coverage

Please complete this questionnaire for the business unit(s) described in the pre-printed area on the front page of this questionnaire. Report only for the operation(s) located in Canada.

## Reporting Instructions

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

1. Please report all dollar amounts in CANADIAN DOLLARS (\$ CDN).
2. All dollar amounts reported should be rounded to the nearest whole dollar (e.g., \$55,417.40 should be reported as \$55,417).
3. All percentages reported should be rounded to the nearest whole percent (e.g., 37.3% to 37%, 75.8% to 76%).
4. Please include all electronic commerce transactions.
5. Please write clearly in ink.
6. 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*.

## Reporting Period Information

### Reporting Period

Please report information for your **most recent available 12-month fiscal period** ending between January 1, 2000 and March 31, 2001. Please indicate below the period covered by this questionnaire.

1. From <sup>0011</sup> YYYY MM DD To <sup>0012</sup> YYYY MM DD

2. Do the dates reported above represent a change in your fiscal year?

0059  Yes  No

3. Were any of the operating units of this business unit temporarily or seasonally inactive during the reporting period?

0061  Yes  No

4. Has this business unit acquired any operating units during the reporting period?

0064  Yes  No

5. Has this business unit disposed of/sold any operating units during the reporting period?

0066  Yes  No

## 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 kept confidential and used for statistical purposes only. **Your responses are not shared with Canada Customs and Revenue Agency (formerly Revenue Canada)**. More details on data-sharing are included in this package.

## Business Unit Organization

1. Type of organization (please check **one** only):

- 0024  1 Unincorporated sole proprietorship       2 Unincorporated partnership       3 Incorporated company       4 Co-operative
- 5 Joint venture       6 Government business entity       7 Government       8 Non-profit organization

## 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.  
0030 \_\_\_\_\_
- No → If no, please go to the **Main Business Activity** section.

## Main Business Activity

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

Please check **one** only.

1. 561310  0267 **Placement Services**

Establishments primarily engaged in searching for and referring applicants to fill positions either on a permanent basis or on the basis of written contracts. **Providers of this service are not the employers of record** but act as brokers or employment intermediaries.

**Inclusions:** • employment placement agencies, contract staffing (finding and placing individual contractors in client positions on the basis of written contracts), employment agencies engaged in the placement of applicants through the use of registries (listings of prospective candidates) relating to specific market niches (i.e., maid registries, model registries, etc.), employment agencies or bureaus involved in the recruitment and placement of artists, entertainers and other public figures, on-line job and résumé listing services.

**Exclusions:** • temporary staffing services, executive search consultants (retained search consulting), outplacement services, management consulting services, agents and managers for artists, entertainers, models and other public figures, maid cleaning services, résumé preparation services.

2. 561320  0268 **Temporary Staffing Services**

Establishments primarily engaged in supplying personnel for temporary or extended work assignments. **Under the terms of this arrangement, the service provider is the employer of record with responsibility for pay and benefits.**

**Inclusions:** • **temporary staffing services** (provision of personnel for short-term work assignments), **long-term staffing** (provision of personnel for extended work assignments), **temporary staffing-to permanent placement** (provision of personnel for temporary employment with the expectation of being converted to permanent status with client firms at the end of the probationary period), **on-site management of temporary help** (provision of personnel to supervise employees provided by the staffing firm), labour pools (except farm labour), provision of **personnel** such as maids, housekeepers, models, etc., who are employees of the staffing firm.

**Exclusions:** • contract staffing (see Placement Services), supply of farm labour, provision of **services** such as maid services, housekeeping services, modeling agents, etc.

## Main Business Activity (continued)

3. 561330  0260 **Co-employment Staffing Services (Professional Employer Organization)**

Professional Employer Organizations (PEO's) and other establishments primarily engaged in providing **staffing services that involve sharing the role of employer with the client organization**. Under the terms of this arrangement, the staffing firm acquires all or part of the workforce of the firm and assumes responsibility for a range of human resource and personnel management functions such as payroll processing and the administration of benefits. **Providers of this service do not assume responsibility for specific client operations.**

**Exclusions:**

- **long-term staffing** (see Temporary Staffing Services).

- **Managed Services:** establishments primarily engaged in managing on an on-going basis operations that support a client's business (e.g., mail services, shipping and receiving, purchasing, production and inventory control, etc.). **This activity does not involve a co-employment relationship between the service provider and the client organization.** The operation of the support function is the responsibility of the staffing firm.

4.  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:

0041

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**Note:**

If you responded "**Co-employment Staffing Services**", OR "**None of the above**", please call **1 888 881-3666** for further instructions.

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## B - Revenue

- Please include:**
- all Canadian 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.

**Note:** The referral of an **individual contractor** to a client firm on the basis of a written contract is regarded as a **placement**. Hence, report revenues derived from **contract staffing** under **placement services**.

However, the referral of an **employee** of a temporary staffing firm to a client firm is regarded as a **temporary staffing assignment**. Hence, report revenues derived from **temporary-to-permanent staffing** under **temporary staffing services**.

### Sales of Goods and Services Produced

#### Sources of Revenue

	\$ CDN
1. Placement services	2418
2. Temporary staffing services	2419
3. Co-employment staffing services (Professional Employer Organization)	2420
4. Retained search services or Executive search services (conducts searches for qualified executives, managers and professionals according to client requirements. Fees for such services are not contingent on the candidate being hired by the client)	2421
5. Outplacement services (provides advice and assistance to outside firms undergoing restructuring in dealing with employee termination and counseling and guidance to employees who have been terminated or who are making career transitions)	2422
6. Payroll services (payroll processing services not provided as part of a staffing service - do not include the provision of accounting and tax return preparation services here)	2423
7. Education and training services (training or instruction related to employment in such areas as computer-based skills, certification programs, skills upgrading, safety training and tutorials. The training reflects the needs identified by the client firm)	2417
8. All other operating revenue (e.g., managed services, other services, sales of merchandise) <b>Exclude</b> interest income and dividends. Please report this amount in this section at question 10, "Non-operating revenue".	2077
Please name major items:	
	2071
	2072
	2073

#### Revenue Totals

	\$ CDN
9. Total operating revenue (add amounts reported at questions 1 to 8 above)	2080
10. Non-operating revenue (e.g., interest income and dividends)	2097
11. Total revenue (add amounts reported at questions 9 and 10 above)	2098

## B-1 Revenue by Types of Goods and Services

### 1. Placement services

If revenue for sales of goods and services was reported in **Section B - Revenue, at page 5**, question 1 (**placement services revenue**), please estimate the percentage of **placement services revenue** by the following types of goods and services.

Please refer to page 13 for the **definitions** of the types of goods and services categories.

	%
1.1 Management	2438
1.2 Office/clerical and administrative support	2439
1.3 Information technology	2440
1.4 Professionals	2441
<b>Exclude</b> information technology. Please report this amount at question 1.3 above.	
1.5 Technical	2442
<b>Exclude</b> information technology. Please report this amount at question 1.3 above.	
1.6 Industrial/Trades	2443
1.7 Sales/Marketing	2444
1.8 Other	2445
<b>Total relating to placement services revenue</b>	<b>100%</b>

### 2. Temporary staffing services

If revenue for sales of goods and services was reported in **Section B - Revenue, at page 5**, question 2 (**temporary staffing services revenue**), please estimate the percentage of **temporary staffing services revenue** by the following types of goods and services.

Please refer to page 13 for the **definitions** of the types of goods and services categories.

	%
2.1 Management	2446
2.2 Office/clerical and administrative support	2447
2.3 Information technology	2448
2.4 Professionals	2449
<b>Exclude</b> information technology. Please report this amount at question 2.3 above.	
2.5 Technical	2450
<b>Exclude</b> information technology. Please report this amount at question 2.3 above.	
2.6 Industrial/Trades	2451
2.7 Sales/Marketing	2452
2.8 Other	2453
<b>Total relating to temporary staffing services revenue</b>	<b>100%</b>

## C - Expenses

**Please include:** • all expenses (including expenses for electronic commerce) within or outside Canada recorded by this business unit.

**Please exclude:** • GST/HST and TVQ (Quebec).

### Labour Remuneration

- Employees are defined as those workers for whom you completed a Canada Customs and Revenue Agency (formerly 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**.
- Please **exclude** employer portion of employee benefits from salaries and wages and report these benefits separately at questions 2.1 and 2.2 below.

#### 1. Wages and salaries of employees

**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 in this section at the appropriate question(s);

- 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".

**1.1 Office employees**  
(i.e., administrative staff and staffing consultants working with clients)

\$ CDN

3030

**1.2 Field employees** (i.e., employees on assignment to client firms)

3020

#### 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, if applicable. Please report these payments in this section at question 24, "All other operating expenses".

**2.1 Office employees**  
(i.e., administrative staff and staffing consultants working with clients)

3043

**2.2 Field employees** (i.e., employees on assignment to client firms)

3044

**3. Total labour remuneration** (add amounts reported at questions 1.1, 1.2, 2.1 and 2.2 above)

3041

**4. Payments made to individual contractors**

3045

## Purchased Service Expenses

The expenses in this section are for services purchased from **external businesses only** (e.g., third parties, non-affiliated businesses).

**Please exclude:**

- services that you produce within this business unit;
- services that you purchased from your head office or other business support units within the organization. Please report these amounts in this section at question 23, "Management fees or any other service fees paid to head office and other business support units".

	\$ CDN
<p>5. Telephone and other telecommunication expenses</p> <p><b>Include:</b></p> <ul style="list-style-type: none"> <li>• telephone, fax, cellular phone, or pager services for transmission of voice, data or image;</li> <li>• Internet access charges;</li> <li>• purchased cable and satellite transmission of television, radio and music programs.</li> </ul>	4101
<p>6. Rental and leasing expenses</p> <p><b>Include</b> office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods. Also please <b>include</b>, if applicable, all associated energy, fuel and water expenses.</p>	4115
<p>7. Purchased maintenance and repair service expenses, including janitorial and cleaning services</p> <p><b>Include</b> materials, parts and labour. <b>Exclude</b> property management fees.</p>	4175
8. Legal, accounting and auditing fees	4230
9. Consulting fees	4270
10. Education and training fees	4292
11. Other professional and business service fees	4275
<p>12. Financial service fees (e.g., bank charges, credit and debit card commissions)</p> <p><b>Exclude</b> interest expenses. Please report these amounts in this section at question 26, "Other expenses".</p>	4325
<p>13. Insurance premiums (e.g., liability, auto, building, equipment)</p> <p><b>Exclude</b> premiums paid directly to your Head Office, if applicable. Please report this amount in this section at question 23, "Management fees or any other service fees paid to head office and other business support units".</p>	4350
14. Advertising expenses (e.g., trade shows)	4365
<p>15. Travel expenses</p> <p><b>Include</b> passenger transportation, accommodation, meals while travelling and other travel allowances.</p>	4366
<p>16. Meals and entertainment expenses (e.g., performing arts events, sports events)</p> <p><b>Include</b> purchases for clients.</p>	4367
<p>17. Property and business taxes, licenses and permits expenses</p> <p><b>Include:</b></p> <ul style="list-style-type: none"> <li>• property taxes (except those covered in your rental and leasing expenses);</li> <li>• property transfer taxes;</li> <li>• vehicle licence fees.</li> </ul>	4410
18. Royalties and franchise fees	4440



## Materials, Components and Supply Expenses

Please **exclude** capital expenditures.

	\$ CDN			
<b>19. Office supply expenses</b>  <b>Include</b> paper and supplies for photocopiers, printers and fax machines; diskettes; writing instruments and other office supplies, etc. Also, <b>if not capitalized, include</b> computers, printers, photocopiers, computer software and office furniture, etc.  <b>Exclude</b> telephone and other telecommunication expenses and postage and courier expenses. Please report these amounts in this section at questions 5 and 24 respectively.	3301			
<b>20. All other materials, components and supply expenses</b>	3392			
Please name major items: <table border="1" style="margin-left: 20px;"> <tr><td>3393</td></tr> <tr><td>3394</td></tr> <tr><td>3395</td></tr> </table>	3393	3394	3395	
3393				
3394				
3395				
<b>21. Purchased energy and water expenses</b> (e.g., electricity, gasoline, fuel oil, diesel fuel, propane, natural gas, water)  <b>Exclude</b> energy expenses that are covered in your rental and leasing expenses. Please report these payments in this section at question 6, "Rental and leasing expenses".	4066			

## Other Operating Expenses

	\$ CDN			
<b>22. Total depreciation and amortization</b> (including this business unit's assets and capital lease obligations)	4520			
<b>23. Management fees or any other service fees</b> (e.g., legal, advertising, insurance) paid to head office and other business support units (e.g., warehouses, sales centres, trucking facilities)	4555			
<b>24. All other operating expenses</b> (include all expenses not elsewhere specified) (e.g., contributions to provincial health and education payroll taxes, allowances for bad debts, donations, and inventory adjustments)  <b>Exclude</b> interest expenses. Please report these amounts in this section at question 26, "Other expenses".  Please name major items: <table border="1" style="margin-left: 20px;"> <tr><td>4561</td></tr> <tr><td>4562</td></tr> <tr><td>4563</td></tr> </table>	4561	4562	4563	4569
4561				
4562				
4563				
<b>25. Total operating expenses</b> (add amounts reported at questions 3, 4 and 5 to 24 above)	4599			
<b>26. Other expenses</b> (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			
<b>27. Total expenses</b> (add amounts reported at questions 25 and 26 above)	4699			

## D - Employment Characteristics

### Paid Employees

Please estimate, on average, the **number** of salaried and hourly employees on your payroll.

**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 office employees (e.g., administrative staff and staffing consultants working with client firms)	6310
2. Part-time office employees (e.g., administrative staff and staffing consultants working with client firms)	6311
3. Field employees (i.e., employees on assignment to client firms)	6313
4. <b>Total number of paid employees</b> (add numbers reported at questions 1 to 3 above)	6342

### Working Proprietors / Partners

If this firm is an unincorporated business or partnership, please report the **number** of working proprietors and/or partners.

	Number
5. Working proprietors and/or partners	6321

### Contract Staffing

**For the reporting period specified on page 2 of the questionnaire**, please report the **number of individual contractors** (individuals engaged only for the duration of a specific project or term) by the following categories:

	Number
6. <b>Number of individual contractors</b> working at the office of your staffing firm	6322
7. <b>Number of individual contractors</b> placed to positions in client firms on the basis of written contracts	6323
8. <b>Total number of hours billed</b> for individual contractors working in client firms	6324

### Placement Services

	Number
9. If revenue was reported in <b>Section B - Revenue, at page 5</b> , question 1, please report the number of individuals (including individual contractors) placed without a probationary period onto the payrolls of client firms <b>during the reporting period specified on page 2 of the questionnaire</b>	6325

### Temporary Staffing Services

**Note:** do **not** include individual contractors under temporary staffing services.

If revenue was reported in **Section B - Revenue, at page 5**, question 2, please provide the following information relating to the reporting period specified on page 2 of the questionnaire:

	Number
10. <b>Total number of field employees</b> (including those on temporary staffing-to-permanent placement assignments) assigned to client firms	6326
11. <b>Total number of hours billed</b> for the above field employees	6327

## E - Distribution of Operating 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.

Please indicate the percentage of "Total operating revenue" (reported in **Section B - Revenue, at page 5**, question 9, "Total operating revenue") by type of client to whom the goods or services were delivered.

	%
<b>Clients in Canada</b>	8100
1. Individuals and households	
2. Public Institutions (e.g., hospitals, schools, universities)	8120
3. Government (e.g., federal, provincial, territorial and municipal administration)	8130
4. Financial businesses (e.g., financial intermediaries including, banks, trust companies, financial crown corporations)	8112
5. All other businesses (including non-financial crown corporations)	8115
6. <b>Clients outside Canada (exports)</b>	8140
<b>Total</b>	<b>100%</b>

For information only

## F - Distribution of Operating Revenue by Client Location

Data on your revenue by client 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 page 5**, question 9, "Total operating revenue") by the location of the client to whom the goods or services were delivered.

<b>Clients in Canada</b>	<b>%</b>
1. Newfoundland	8400
2. Prince Edward Island	8415
3. Nova Scotia	8405
4. New Brunswick	8410
5. Quebec	8420
6. Ontario	8425
7. Manitoba	8430
8. Saskatchewan	8435
9. Alberta	8440
10. British Columbia	8445
11. Yukon	8455
12. Northwest Territories (excluding Nunavut)	8451
13. Nunavut	8452
<b>Clients outside Canada (exports)</b>	
14. United States	8465
15. Mexico	8470
16. Other countries	8476
<b>Total</b>	<b>100%</b>

## Definitions

1. **Management** - managers, administrators, directors, executives and other management personnel
2. **Office/clerical and administrative support** - administrative officers, bill collectors, bookkeepers, clerks, court reporters, customer service representatives, estimators, loan officers, personnel officers, purchasing agents, receptionists, secretaries, stenographers, switchboard operators, tellers and other office/clerical and administrative support personnel
3. **Information technology** - computer programmers, computer systems analysts, database developers, network administrators, operating systems specialists, platform specialists, programmer analysts, software designers, software developers, software engineers, web site developers and other information technology (IT) personnel
4. **Professionals** - accountants, actuaries, architects, auditors, counsellors, creative and performing artists, engineers, financial analysts, health care practitioners, interpreters, journalists, lawyers, librarians, scientists, surveyors, teachers, therapists, translators, urban planners, writers and other professional personnel  
**Exclude** information technology (IT).
5. **Technical** - denturists, draftsmen, industrial designers, opticians, paramedics, pilots, technical assistants and inspectors, technicians, technologists, traffic controllers and other technical personnel  
**Exclude** information technology (IT).
6. **Industrial/Trades** - assemblers, carpenters, drivers, equipment operators, fishers, forestry workers, janitors, labourers, locksmiths, machinists, maintenance workers, mechanics, model makers, movers, repairmen, roofers, seamstresses, shippers, tailors, tool and die makers, tradesmen, warehousemen and other industrial/trades personnel
7. **Sales/Marketing** - account executives, cashiers, demonstrators, sales agents, sales clerks and associates, sales representatives, telemarketers and other sales/marketing personnel
8. **Other** (not elsewhere classified) - domestics, food service workers, health care aides, illustrators, lifeguards, lumberjacks, models, security guards, ushers and other personnel not elsewhere classified

## G - Comments

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

9910

hours

### 2. Comments?

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

- events that may have caused significant changes in your reported values from the previous year
- questionnaire content
- new questions of interest to your industry
- questionnaire language
- use of business terminology
- clarity of questions (e.g., definitions, examples of inclusions and exclusions, code sheets, instruction sheets, reporting guides)
- 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

FOR INFORMATION ONLY

### Lost the return envelope?

Please telephone 1 888 881-3666 OR fax the questionnaire back to us at 1 888 883-7999  
OR  
mail your questionnaire to Statistics Canada, Operations and Integration Division,  
120 Parkdale Ave., Ottawa, Ontario K1A 0T6



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