

2021 Annual Non-store Retail Survey

CONFIDENTIAL once completed.

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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 email. 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 1-800-858-7921 or TTY 1-800-363-7629.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6

Visit our website, www.statcan.gc.ca

Reporting instructions

- Please print in ink.
- Report dollar amounts **in thousands of Canadian dollars**.
- **Exclude** sales tax.
- Percentages should be rounded to whole numbers.
- When precise figures are not available, provide your best estimates.
- Consult the reporting guide at www.statcan.gc.ca/guides-e for further information.

Business or organization and contact information

1. **Verify or provide** the business or organization's **legal and operating name** and correct where needed.

Note: Legal name modifications should only be done to correct a spelling error or typo.

Legal name

Operating name (if applicable)

2. **Verify or provide the contact information** of the designated business or organization **contact person** for this questionnaire and correct where needed.

Note: The designated contact person is the person who should receive this questionnaire. The designated contact person may not always be the one who actually completes the questionnaire.

First name

Last name

Title

Preferred language of communication

English

French

Mailing address (number and street)

City

Province, territory or state

Postal code or ZIP code

Example: A9A 9A9 or 12345-1234

Country

Email address

Example: user@example.gov.ca

Telephone number (including area code)

Example: 123-123-1234

Extension number

(if applicable)

Fax number (including area code)

Example: 123-123-1234

3. **Verify or provide the current operational status** of the business or organization identified by the legal and operating name above.

B00323

1 Operational → Go to question 4

2 Not currently operational

e.g., temporarily or permanently closed, change of ownership

Why is this business or organization not currently operational?

B00309

2 Seasonal operations → Go to question 3a

3 Ceased operations → Go to question 3b

4 Sold operations → Go to question 3c

5 Amalgamated with other businesses or organizations → Go to question 3d

6 Temporarily inactive but will re-open → Go to question 3e

7 No longer operating due to other reasons → Go to question 3f

3a. Seasonal operations

When did this business or organization close for the season?

Date B00217
YYYY MM DD

When does this business or organization expect to resume operations?

Date B00218
YYYY MM DD → Go to question 4

3b. Ceased operations

When did this business or organization cease operations?

Date B00211
YYYY MM DD

Why did this business or organization cease operations?

B00311

1 Bankruptcy

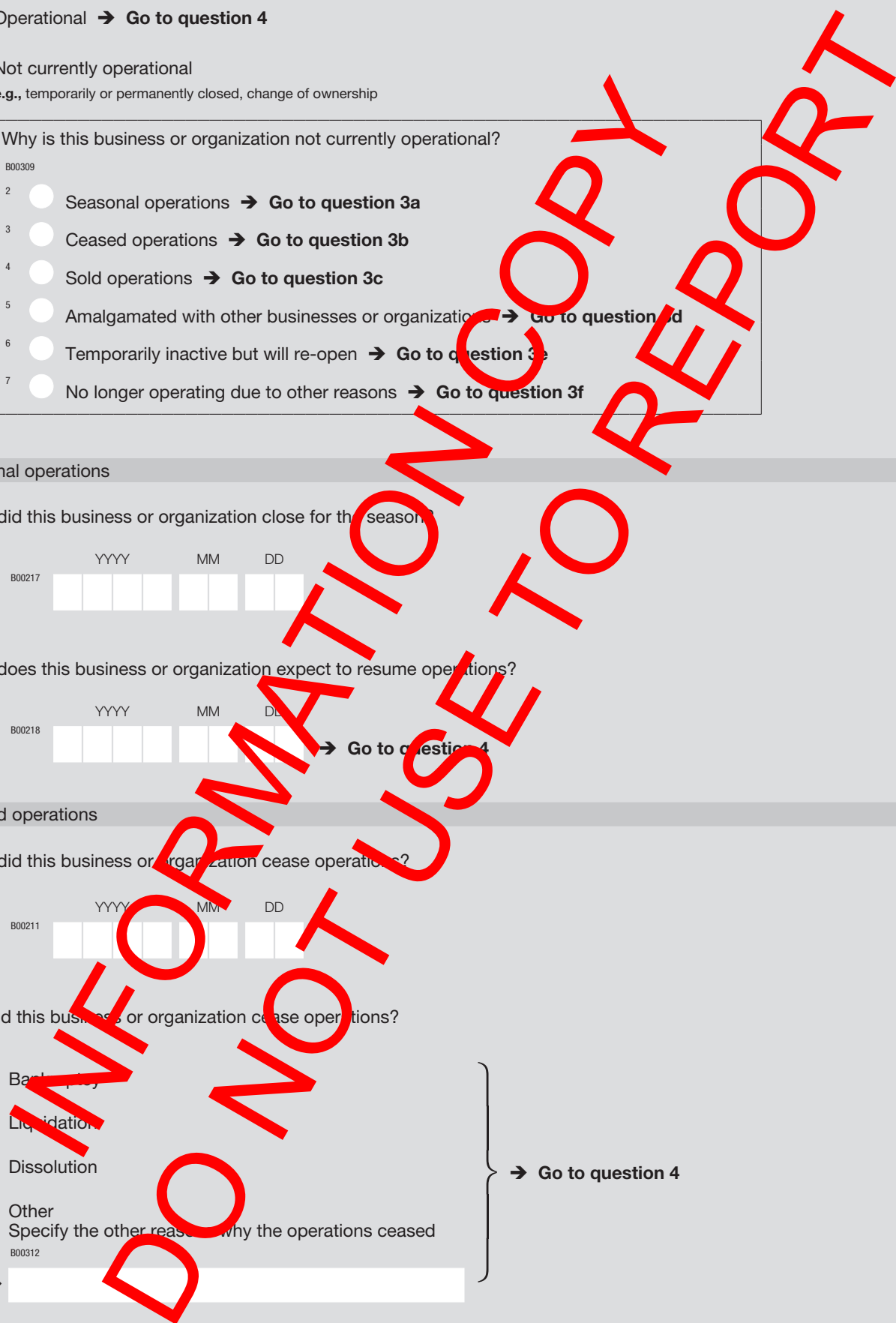
2 Liquidation

3 Dissolution

4 Other
Specify the other reason why the operations ceased

B00312

→ Go to question 4



3c. Sold operations

When was this business or organization sold?

YYYY MM DD
B00212

What is the legal name of the buyer?

B00406

→ Go to question 4

3d. Amalgamated with other businesses or organizations

When did this business or organization amalgamate?

YYYY MM DD
B00213

What is the legal name of the resulting or continuing business or organization?

B00407

What are the legal names of the other amalgamated businesses or organizations?

B00408

→ Go to question 4

3e. Temporarily inactive but will re-open

When did this business or organization become temporarily inactive?

YYYY MM DD
B00214

When does this business or organization expect to resume operations?

YYYY MM DD
B00215

Why is this business or organization temporarily inactive?

B00313

→ Go to question 4

3f. No longer operating due to other reasons

When did this business or organization cease operations?

YYYY MM DD
B00216

Why did this business or organization cease operations?

B00314

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4. **Verify or provide the current main activity** of the business or organization identified by the legal and operating name.

Note: The described activity was assigned using the North American Industry Classification System (NAICS).

[Blank input field for current main activity]

B05002

1 This is the current main activity → **Go to question 7**

2 This is **not** the current main activity

Provide a **brief but precise description** of this business or organization's **main activity**

e.g., breakfast cereal manufacturing, shoe store, software development

B05003



[Blank input field for main activity description]

5. Was this business or organization's main activity ever classified as:

[Blank input field for previous classification]

B05111

1 Yes

2 No → **Go to question 7**

6. When did the main activity change?

Date

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

B05024

1 **Yes**, there are other activities

2 **No**, that is the only significant activity → **Go to next section**

8. Provide a **brief but precise description** of this business or organization's **secondary activity**.

e.g., breakfast cereal manufacturing, shoe store, software development

B05005

[Blank input field for secondary activity description]

9. Approximately what **percentage of this business or organization's revenue** is generated by each of the following activities?

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

Percentage of revenue

a. Main activity

B05004

%

b. Secondary activity

B05006

%

c. All other activities

B05008

%

Total percentage

B05000

%



Reporting period information

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

Note: For this survey, the **End date** should fall between April 1, 2021 and March 31, 2022.

Start date B00205 End date B00206

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

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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 this business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all amounts **in thousands of Canadian dollars**.

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

	C \$,000
1. Sales of goods and services Exclude: GST/HST, PST and QST	F43006 \$ <input type="text"/> ,000
2. Rental and leasing	F45801 \$ <input type="text"/> ,000
3. Commissions	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	
<small>F51302</small> <input type="text"/>	<small>F51301</small> \$ <input type="text"/> ,000
9. Total revenue (sum of questions 1 to 8)	<small>F40000</small> \$ <input type="text"/> ,000

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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 this business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all amounts **in thousands of Canadian dollars**.

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

1. Cost of goods sold

a. opening inventories	\$	<input type="text"/>	,000	
b. purchases Include: raw materials, goods purchased for resale and non-returnable containers Exclude: change in inventories	\$	<input type="text"/>	,000	
c. closing inventories	\$	<input type="text"/>	,000	
d. cost of goods sold (opening inventories plus purchases minus closing inventories)	\$	<input type="text"/>	,000	CAN\$ '000

2. Employment costs and expenses

Include: all employees who were issued a T4
Exclude: commissions paid to non-employees (report on question 1.3)

a. salaries, wages and commissions	\$	<input type="text"/>	,000	F61501
b. employee benefits (please refer to the reporting guide for the list of inclusions and exclusions)	\$	<input type="text"/>	,000	F61502

3. Subcontracts

Include: commissions paid to non-employees
Exclude: research and development

	\$	<input type="text"/>	,000	F62503
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4. Research and development fees

Exclude: in-house research and development

	\$	<input type="text"/>	,000	F62504
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5. Professional and business fees

(e.g., legal, accounting, consulting, scientific fees)

	\$	<input type="text"/>	,000	F62601
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6. Utilities

(e.g., electricity, water and gas)

	\$	<input type="text"/>	,000	F61801
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7. Office and computer related expenses

(e.g., office supplies, postage, computer upgrades)

	\$	<input type="text"/>	,000	F62505
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8. Telephone, internet and other telecommunication

\$,000

9. Business taxes, licenses and permits

(e.g., beverage tax, business tax, license fees, property taxes)

	\$	<input type="text"/>	,000	F61802
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10. Royalties, franchise fees and memberships

Exclude: Crown royalties

	\$	<input type="text"/>	,000	F61901
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CAN\$ '000

11. Crown charges (for logging, mining and energy industries only)	F62506 \$ [] ,000
12. Rental and leasing Include: land, buildings, 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 write-down	F62509 \$ [] ,000
21. All other cost and expenses — please specify: Include: intracompany expenses F62512 []	F62511 \$ [] ,000
22. Total expenses (sum of questions 1 to 21)	F60000 \$ [] ,000

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Industry characteristics

Selected sales information

Please provide sales for each of the following goods and services.
Please report all amounts in **thousands of Canadian dollars**.

	CAN\$ '000
1. Revenue from sales of goods purchased for resale or manufactured, net of returns rebates and discounts	F43011 \$ [redacted] ,000
2. Revenue from shipping and handling charges that is not embedded in the price of the merchandise	3012 \$ [redacted] ,000

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Sales by type of client

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

1. Clients in Canada

- | | Percentage |
|---|--|
| a. individuals and households | <input type="text"/> <input type="text"/> <input type="text"/> % |
| b. businesses | <input type="text"/> <input type="text"/> <input type="text"/> % |
| c. governments, not-for-profit organizations and public institutions
(e.g., hospitals and schools) | <input type="text"/> <input type="text"/> <input type="text"/> % |

2. Clients outside of Canada

Total percentage	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 100%
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Sales by consumer location

Please provide the percentage breakdown of this business's sales by consumer location
 Consumer location is the location where the goods or services will ultimately be used.

If ultimate consumer location is not known, acceptable substitutes:

- shipping destination
- client's billing address
- location of this business's retail customers
- the location of this business's warehouses/distribution centres.

	Percentage
a. Newfoundland and Labrador	F43008_g1 <input type="text"/> <input type="text"/> <input type="text"/> %
b. Prince Edward Island	F43008_g2 <input type="text"/> <input type="text"/> <input type="text"/> %
c. Nova Scotia	F43008_g3 <input type="text"/> <input type="text"/> <input type="text"/> %
d. New Brunswick	F43008_g4 <input type="text"/> <input type="text"/> <input type="text"/> %
e. Quebec	F43008_g5 <input type="text"/> <input type="text"/> <input type="text"/> %
f. Ontario	F43008_g6 <input type="text"/> <input type="text"/> <input type="text"/> %
g. Manitoba	F43008_g7 <input type="text"/> <input type="text"/> <input type="text"/> %
h. Saskatchewan	F43008_g8 <input type="text"/> <input type="text"/> <input type="text"/> %
i. Alberta	F43008_g9 <input type="text"/> <input type="text"/> <input type="text"/> %
j. British Columbia	F43008_g10 <input type="text"/> <input type="text"/> <input type="text"/> %
k. Yukon	F43008_g11 <input type="text"/> <input type="text"/> <input type="text"/> %
l. Northwest Territories	F43008_g12 <input type="text"/> <input type="text"/> <input type="text"/> %
m. Nunavut	F43008_g13 <input type="text"/> <input type="text"/> <input type="text"/> %
n. United States	F43008_g14 <input type="text"/> <input type="text"/> <input type="text"/> %
o. All other countries	F43008_g15 <input type="text"/> <input type="text"/> <input type="text"/> %
Total percentage	100%

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Distribution of operating revenue by method of sale

Please provide a percentage breakdown of the operating revenue by method of sale.

Percentage

1. In-store sales	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % <small>F43166</small>
2. E-commerce Include: all revenue where the order is received and the commitment to purchase is made via the internet, although payment can be made by other means; include orders made in web pages, extranet, mobile devices or Electronic Data Interchange (EDI). Exclude: orders made by telephone calls, facsimile or e-mail.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % <small>F43167</small>
3. Catalogue and mail-order or telephone	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % <small>F43168</small>
4. All other methods — please specify: <small>F43169</small> <input style="width: 700px; height: 20px;" type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> % <small>F43171</small>
Total percentage	<div style="border: 1px solid black; padding: 2px; display: inline-block;">100%</div>

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E-Commerce

1. For this reporting period, what was this business's total revenue?
Please report all amounts in thousands of Canadian dollars.

Include: sales of goods and services; rental, leasing and property management; commissions; subsidies, grants, donations, fundraising and sponsorships; royalties; rights; licensing and franchise fees; dividends, interest and other revenue.

F4000PF1
CAN\$ '000
\$ [] ,000

2. Did this business have any e-commerce revenue in this reporting period?

E-commerce revenue: sale of goods and services conducted over the Internet with or without online payment.

Include: all revenue for which an order is received and the commitment to purchase is made via the Internet, although payment can be made by other means, such as orders made on Web pages, an extranet, mobile devices or Electronic Data Interchange (EDI).

Exclude: orders made by telephone, facsimile or email.

B05163

1 Yes → Go to question 3

3 No → Go to question 6

3. What was the total e-commerce revenue in this reporting period?
If precise figures are not available, please provide your best estimate.

F43459
CAN\$ '000
\$ [] ,000

4. During this reporting period, did this business make sales over the Internet through any of the following methods?
Select all that apply.

- a. Via a mobile app B05164_m1
- b. Via your company website B05164_m2
- c. Via a third-party website B05164_m3
- d. Via Electronic Data Interchange (EDI) B05164_m4
- e. Other methods — please specify: B05164_m5

B05164_m6

[]

5. Does this business have any full-time staff dedicated solely to activities related to e-commerce?

B20052

1 Yes

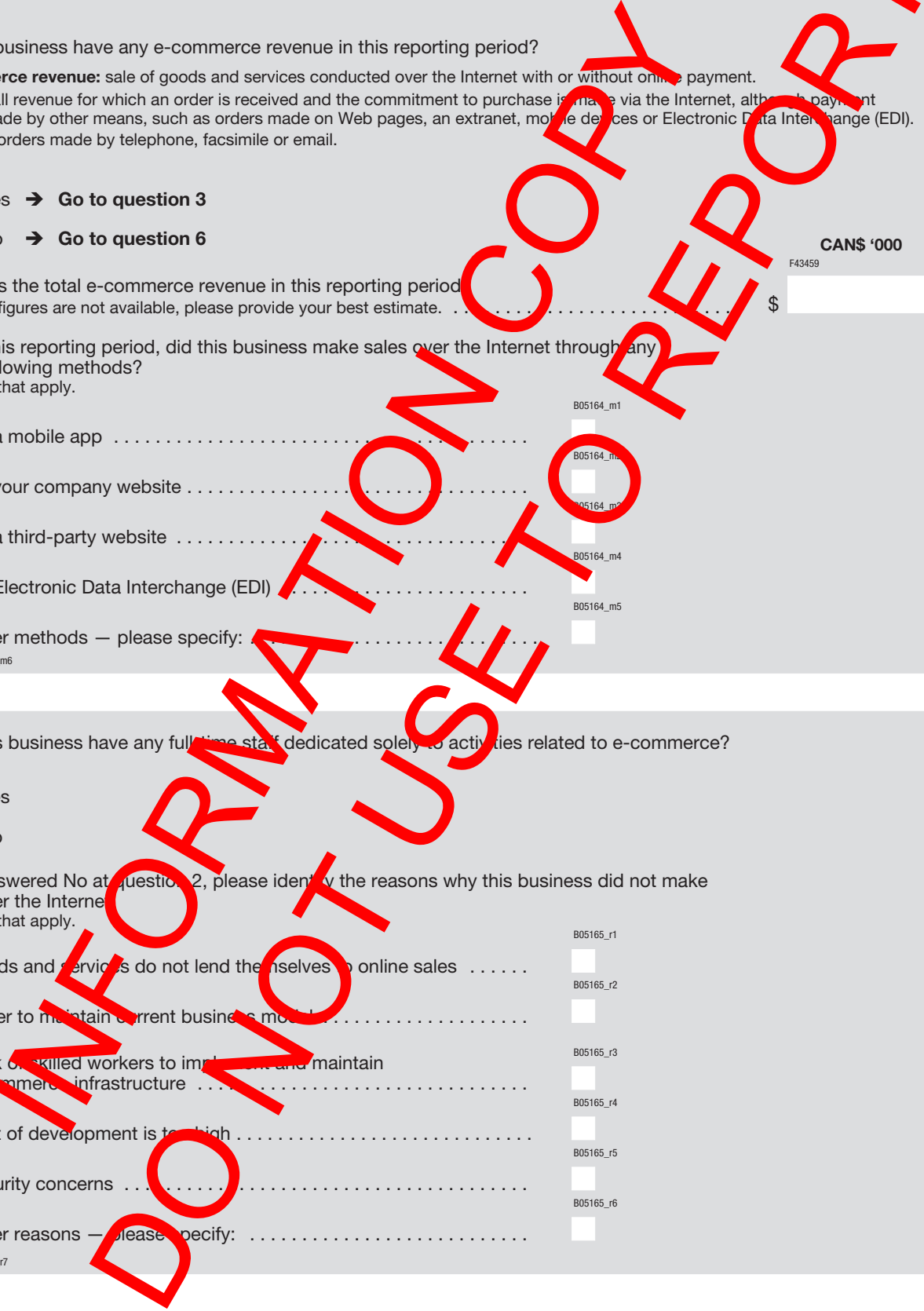
3 No

6. If you answered No at question 2, please identify the reasons why this business did not make sales over the Internet.
Select all that apply.

- a. Goods and services do not lend themselves to online sales B05165_r1
- b. Prefer to maintain current business model B05165_r2
- c. Lack of skilled workers to implement and maintain e-commerce infrastructure B05165_r3
- d. Cost of development is too high B05165_r4
- e. Security concerns B05165_r5
- f. Other reasons — please specify: B05165_r6

B05165_r7

[]



Sales of commodities

Please report sales of all commodities (goods and services) sold by this business unit within or outside Canada, during the reporting period. **When precise figures are not available, please provide your best estimates.**

1. Food and beverages

For further information, consult the reporting guide at www.statcan.gc.ca./guides-e

	CANS '00
Fresh meat and poultry	\$ [redacted] ,000
Fresh fish and other fresh seafood	\$ [redacted] ,000
Fresh fruit and vegetables	\$ [redacted] ,000
Eggs and dairy products Exclude: frozen desserts	\$ [redacted] ,000
Baked goods Exclude: frozen products, cookies and crackers	\$ [redacted] ,000
Perishable prepared foods Include: fresh sliced deli meats, prepared entrées and fresh pastas	\$ [redacted] ,000
Frozen food	\$ [redacted] ,000
Cookies, confectionery and snack foods	\$ [redacted] ,000
Packaged food dry goods, not elsewhere classified	\$ [redacted] ,000
Soft drinks Exclude: bottled water	\$ [redacted] ,000
Non-alcoholic beverages Exclude: soft drinks, milk, hot beverages and frozen drinks	\$ [redacted] ,000
Prepared hot beverages Include: coffee	\$ [redacted] ,000
Alcoholic beverages Exclude: served on premises	\$ [redacted] ,000
Alcoholic beverages for immediate consumption	\$ [redacted] ,000
Ice	\$ [redacted] ,000
Prepared meals	\$ [redacted] ,000

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2. Clothing, footwear and accessories

CAN\$ '000

Men's outerwear coats and jackets	F43006_pc2_pd1	\$ [REDACTED],000
Men's suits, sport jackets and blazers	F43006_pc2_pd2	\$ [REDACTED],000
Men's pants, shirts, sweaters and other bottoms and tops	F43006_pc2_pd3	\$ [REDACTED],000
Men's sleepwear, underwear and hosiery	F43006_pc2_pd4	\$ [REDACTED],000
Men's hats, gloves, belts and other accessories	F43006_pc2_pd5	\$ [REDACTED],000
Men's clothing, not elsewhere classified	F43006_pc2_pd6	\$ [REDACTED],000
Women's outerwear coats and jackets	F43006_pc2_pd7	\$ [REDACTED],000
Women's dresses and suits	F43006_pc2_pd8	\$ [REDACTED],000
Women's skirts, pants, blouses, sweaters and other bottoms and tops	F43006_pc2_pd9	\$ [REDACTED],000
Women's lingerie, sleepwear and underwear	F43006_pc2_pd10	\$ [REDACTED],000
Women's hosiery	F43006_pc2_pd11	\$ [REDACTED],000
Women's handbags, purses and accessories	F43006_pc2_pd12	\$ [REDACTED],000
Women's clothing, not elsewhere classified	F43006_pc2_pd13	\$ [REDACTED],000
Boys' clothing and accessories	F43006_pc2_pd14	\$ [REDACTED],000
Girls' clothing and accessories	F43006_pc2_pd15	\$ [REDACTED],000
Infant clothing, fabric and accessories	F43006_pc2_pd16	\$ [REDACTED],000
Unisex clothing, costumes and vestments	F43006_pc2_pd17	\$ [REDACTED],000
Men's athletic footwear	F43006_pc2_pd18	\$ [REDACTED],000

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CAN\$ '000

Men's footwear and accessories
Exclude: athletic

F43006_pc2_pd19

\$ [REDACTED] ,000

Women's athletic footwear

F43006_pc2_pd20

\$ [REDACTED] ,000

Women's footwear and accessories
Exclude: athletic

F43006_pc2_pd21

\$ [REDACTED] ,000

Infant footwear

F43006_pc2_pd22

\$ [REDACTED] ,000

Children's athletic footwear

F43006_pc2_pd23

\$ [REDACTED] ,000

Children's footwear, not elsewhere classified

F43006_pc2_pd24

\$ [REDACTED] ,000

Fine jewellery
Include: precious metal, diamonds, gemstones, and pearls

F43006_pc2_pd25

\$ [REDACTED] ,000

Costume jewellery
Include: base metal, glass, plastic, and synthetic stones

F43006_pc2_pd26

\$ [REDACTED] ,000

Watches

F43006_pc2_pd27

\$ [REDACTED] ,000

Luggage, briefcases, knapsacks, and duffel bags

F43006_pc2_pd28

\$ [REDACTED] ,000

3. Home furniture, furnishings, household appliances and electronics

CAN\$ '000

Mattresses and foundations

F43006_pc3_pd1

\$ [REDACTED] ,000

Infant furniture

F43006_pc3_pd2

\$ [REDACTED] ,000

Indoor home furniture, not elsewhere classified

F43006_pc3_pd3

\$ [REDACTED] ,000

Outdoor home furniture

F43006_pc3_pd4

\$ [REDACTED] ,000

Window treatments

F43006_pc3_pd5

\$ [REDACTED] ,000

Household textile products, not elsewhere classified

F43006_pc3_pd6

\$ [REDACTED] ,000

Decorative home furnishings
Exclude: textile products

F43006_pc3_pd7

\$ [REDACTED] ,000

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CAN\$ '000

F43006_pc3_pd8

Tableware, kitchenware, cookware and bakeware \$ [redacted] ,000

F43006_pc3_pd9

Household cleaning supplies \$ [redacted] ,000

F43006_pc3_pd10

Miscellaneous household supplies, not elsewhere classified \$ [redacted] ,000

F43006_pc3_pd11

Small home appliances \$ [redacted] ,000

F43006_pc3_pd12

Major home appliances
Include: room air conditioners, major appliances, microwave ovens, convection ovens, ranges, kitchen range hoods or fans, dishwashers and washing machines and clothes dryers. \$ [redacted] ,000

F43006_pc3_pd13

Computers, peripherals and networking equipment \$ [redacted] ,000

F43006_pc3_pd14

Computer software
Exclude: games \$ [redacted] ,000

F43006_pc3_pd15

Telephones and related products \$ [redacted] ,000

F43006_pc3_pd16

Televisions and home audiovisual equipment \$ [redacted] ,000

F43006_pc3_pd17

Still cameras and other photographic equipment and supplies
Exclude: video cameras \$ [redacted] ,000

F43006_pc3_pd18

Rental services of movies and games on DVD, tapes and cassettes \$ [redacted] ,000

F43006_pc3_pd19

Rental and operating leasing services of computer equipment \$ [redacted] ,000

CAN\$ '000

F43006_pc4_pd1

4. Sporting and leisure products
Bicycles and biking equipment and accessories \$ [redacted] ,000

F43006_pc4_pd2

Exercise equipment \$ [redacted] ,000

F43006_pc4_pd3

Golf equipment \$ [redacted] ,000

F43006_pc4_pd4

Skiing and snowboarding equipment \$ [redacted] ,000

F43006_pc4_pd5

Hunting, fishing and camping equipment \$ [redacted] ,000

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CAN\$ '000

Team sporting equipment	F43006_pc4_pd6	\$ [REDACTED],000
Sporting equipment, not elsewhere classified	F43006_pc4_pd7	\$ [REDACTED],000
Electronic game consoles Exclude: game software	F43006_pc4_pd8	\$ [REDACTED],000
Game software on physical media	F43006_pc4_pd19	\$ [REDACTED],000
Game software, downloadable	F43006_pc4_pd20	\$ [REDACTED],000
Toys and games Exclude: game consoles and game software	F43006_pc4_pd9	\$ [REDACTED],000
Artists' equipment and supplies	F43006_pc4_pd14	\$ [REDACTED],000
Musical instruments and print music	F43006_pc4_pd15	\$ [REDACTED],000
Sewing and knitting supplies	F43006_pc4_pd16	\$ [REDACTED],000
Craft and hobby kits and leisure supplies, not elsewhere classified	F43006_pc4_pd17	\$ [REDACTED],000
Printed books	F43006_pc4_pd21	\$ [REDACTED],000
E-books	F43006_pc4_pd22	\$ [REDACTED],000
Newspapers, magazines and other periodicals, printed	F43006_pc4_pd23	\$ [REDACTED],000
Newspapers, magazines and other periodicals, online	F43006_pc4_pd24	\$ [REDACTED],000
Other publications not elsewhere classified, printed Include: anniversary cards printed, art prints, greeting cards printed, love cards printed, postcards printed, printed maps, wedding cards printed.	F43006_pc4_pd25	\$ [REDACTED],000
Other publications not elsewhere classified, online Include: digital maps, online anniversary cards, online birthday cards, online Christmas cards, online greeting cards, online love cards, online wedding cards.	F43006_pc4_pd26	\$ [REDACTED],000
Audio recordings, on physical media	F43006_pc4_pd27	\$ [REDACTED],000
Audio recordings, downloadable	F43006_pc4_pd28	\$ [REDACTED],000

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F43006_pc4_pd29

Movies, on physical media \$ [redacted] ,000

F43006_pc4_pd30

Movies, downloadable \$ [redacted] ,000

F43006_pc4_pd31

Television programs and other video recordings, on physical media \$ [redacted] ,000

F43006_pc4_pd32

Television programs and other video recordings, downloadable \$ [redacted] ,000

5. Motor vehicles, recreational vehicles, motor vehicle parts and accessories

CAN\$ '000

F43006_pc5_pd1

New passenger automobiles \$ [redacted] ,000

F43006_pc5_pd2

New minivans, sport utility vehicles and light trucks \$ [redacted] ,000

F43006_pc5_pd3

New medium and heavy trucks \$ [redacted] ,000

F43006_pc5_pd4

Used passenger automobiles \$ [redacted] ,000

F43006_pc5_pd5

Used minivans, sport utility vehicles and light trucks \$ [redacted] ,000

F43006_pc5_pd6

Used medium and heavy trucks \$ [redacted] ,000

F43006_pc5_pd7

New motorcycles and scooters \$ [redacted] ,000

F43006_pc5_pd8

New motor homes, travel trailers and truck campers \$ [redacted] ,000

F43006_pc5_pd9

New snowmobiles and other personal off-road vehicles \$ [redacted] ,000

F43006_pc5_pd10

New recreational boats and other recreational vehicles, not elsewhere classified \$ [redacted] ,000

F43006_pc5_pd11

Used motorcycles and scooters \$ [redacted] ,000

F43006_pc5_pd12

Used motor homes, travel trailers and truck campers \$ [redacted] ,000

F43006_pc5_pd13

Used snowmobiles and other personal off-road vehicles \$ [redacted] ,000

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CAN\$ '000

F43006_pc5_pd14

Used recreational boats and other used recreational vehicles, not elsewhere classified \$ [redacted] ,000

F43006_pc5_pd15

New motor vehicle tires \$ [redacted] ,000

F43006_pc5_pd16

Motor vehicle parts and accessories, new and used
Exclude: tires \$ [redacted] ,000

F43006_pc5_pd17

Automotive chemicals \$ [redacted] ,000

F43006_pc5_pd19

Motor vehicle maintenance and repair services \$ [redacted] ,000

F43006_pc5_pd18

Rental and operating leasing services of motor homes, travel trailers and campers \$ [redacted] ,000

F43006_pc5_pd20

Rental and operating leasing services of automobiles and light trucks, without operator \$ [redacted] ,000

F43006_pc5_pd21

Rental and operating leasing services of heavy trucks, truck trailers and buses, without operator \$ [redacted] ,000

6. Automotive and household fuels

CAN\$ '000

F43006_pc6_pd1

Automotive fuels \$ [redacted] ,000

F43006_pc6_pd2

Household fuels \$ [redacted] ,000

7. Health, personal and household products

CAN\$ '000

F43006_pc7_pd1

Prescription pharmaceuticals \$ [redacted] ,000

F43006_pc7_pd2

Non-prescription pharmaceuticals \$ [redacted] ,000

F43006_pc7_pd3

Vitamins, minerals, and other health supplements \$ [redacted] ,000

F43006_pc7_pd4

Prescription eyewear \$ [redacted] ,000

F43006_pc7_pd5

Non-prescription eyewear \$ [redacted] ,000

F43006_pc7_pd6

Home health products not elsewhere classified \$ [redacted] ,000

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CAN\$ '000

F43006_pc7_pd7

Disposable diapers \$ [redacted] ,000

F43006_pc7_pd8

Infant and children's car seats \$ [redacted] ,000

F43006_pc7_pd9

Strollers and infant care products, not elsewhere classified \$ [redacted] ,000

F43006_pc7_pd10

Cosmetics and fragrances \$ [redacted] ,000

F43006_pc7_pd11

Toiletries \$ [redacted] ,000

F43006_pc7_pd12

Feminine hygiene products \$ [redacted] ,000

F43006_pc7_pd13

Personal care supplies and equipment, not elsewhere classified \$ [redacted] ,000

8. Hardware, tools, renovation and lawn and garden products

CAN\$ '000

F43006_pc8_pd1

Hardware \$ [redacted] ,000

F43006_pc8_pd2

Hand tools \$ [redacted] ,000

F43006_pc8_pd3

Power tools \$ [redacted] ,000

F43006_pc8_pd4

Major household air conditioning, heating and water heating equipment \$ [redacted] ,000

F43006_pc8_pd5

Plumbing and electrical supplies
Include: fixtures \$ [redacted] ,000

F43006_pc8_pd6

Paint, painting supplies and wallpaper \$ [redacted] ,000

F43006_pc8_pd7

Flooring, floor coverings and floor and wall tiles \$ [redacted] ,000

F43006_pc8_pd8

Lumber and other renovation materials and supplies \$ [redacted] ,000

F43006_pc8_pd9

Hardware and renovation related products, not elsewhere classified \$ [redacted] ,000

F43006_pc8_pd10

Lawnmowers, snowblowers and gardening tools \$ [redacted] ,000

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CAN\$ '000

Live plants, seeds and other home and garden supplies
Exclude: agricultural fertilizers and pesticides

F43006_pc8_pd11

\$ [redacted] ,000

Rental and operating leasing services of commercial and industrial machinery and equipment
Exclude: office equipment

F43006_pc8_pd12

\$ [redacted] ,000

9. Miscellaneous retail products

CAN\$ '000

Pets

F43006_pc9_pd1

\$ [redacted] ,000

Pet food, supplies and accessories

F43006_pc9_pd2

\$ [redacted] ,000

Tobacco products and accessories
Exclude: e-cigarettes

F43006_pc9_pd3

\$ [redacted] ,000

Electronic cigarettes, e-liquid refills, vaporizers and other e-liquid delivery systems

F43006_pc9_pd19

\$ [redacted] ,000

Home office equipment, not elsewhere classified

F43006_pc9_pd4

\$ [redacted] ,000

Home office supplies, not elsewhere classified

F43006_pc9_pd5

\$ [redacted] ,000

Farm equipment

F43006_pc9_pd6

\$ [redacted] ,000

Farm supplies

F43006_pc9_pd7

\$ [redacted] ,000

Supplies for beer and wine making

F43006_pc9_pd8

\$ [redacted] ,000

Cut flowers, indoor potted plants and floral supplies

F43006_pc9_pd9

\$ [redacted] ,000

Monuments and tombstones

F43006_pc9_pd10

\$ [redacted] ,000

Manufactured mobile homes

F43006_pc9_pd11

\$ [redacted] ,000

Professional and scientific instruments

F43006_pc9_pd12

\$ [redacted] ,000

Equipment and supplies for non-farm activities, not elsewhere classified

F43006_pc9_pd13

\$ [redacted] ,000

Artwork

F43006_pc9_pd15

\$ [redacted] ,000

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CAN\$ '000

F43006_pc9_pd16

Collectors' items

\$ [redacted] ,000

F43006_pc9_pd17

Antiques, and used or second-hand merchandise
Exclude: motor vehicles and mobile homes

\$ [redacted] ,000

F43006_pc9_pd18

Other miscellaneous equipment and supplies not elsewhere classified

\$ [redacted] ,000

10. Other retail

CAN\$ '000

F43006_pc10_pd1

Retail trade commissions

Exclude: lottery tickets issued by the lottery operator, the service of buying and selling merchandise on behalf of the retailer on account at the final step in the distribution chain.

\$ [redacted] ,000

11. Miscellaneous services

CAN\$ '000

F43006_pc11_pd1

Rental and operating leasing services of office furniture and equipment
Exclude: computer equipment

\$ [redacted] ,000

F43006_pc11_pd2

Rental and operating leasing services of other goods
Exclude: movies and games on DVDs, tapes and cassettes

\$ [redacted] ,000

F43006_pc11_pd3

Repair and maintenance services
Exclude: for buildings and transportation equipment

\$ [redacted] ,000

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12. Other goods and services – please specify:

CAN\$ '000

B40014_pc12_pd1		F43006_pc12_pd1	\$,000
B40014_pc12_pd2		F43006_pc12_pd2	\$,000
B40014_pc12_pd3		F43006_pc12_pd3	\$,000
B40014_pc12_pd4		F43006_pc12_pd4	\$,000
B40014_pc12_pd5		F43006_pc12_pd5	\$,000
B40014_pc12_pd6		F43006_pc12_pd6	\$,000
B40014_pc12_pd7		F43006_pc12_pd7	\$,000
B40014_pc12_pd8		F43006_pc12_pd8	\$,000
B40014_pc12_pd9		F43006_pc12_pd9	\$,000
B40014_pc12_pd10		F43006_pc12_pd10	\$,000
Total sales of goods and services		F43000	\$,000

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COVID-19

1. In response to the COVID-19 pandemic, did this business experience additional expenses to comply with public health and safety guidelines or corporate guidelines to be allowed to operate?

Additional expenses could **include**: purchases of cleaning supplies, sanitation measures, protective equipment for employees or customers and costs to retrofit business operations (e.g., Plexiglass barriers, new equipment that facilitates physical distancing, additional labour costs).

Public health and safety guidelines refer to guidelines from a federal, provincial or municipal health agency.

B05140_t41

1 Yes

What were the total additional expenses in fiscal year 2021?

Report dollar amounts in **thousands of Canadian dollars**.

For expenses less than \$500, enter "0".

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

Additional labour costs, if applicable (CAN\$ '000)

\$,000

F60102_t41_sr69

Other additional expenses (CAN\$ '000)

\$,000

F60102_t41_sr19

As a result of the additional expenses or business conditions, did this business delay plans to expand operating capacity or undertake investments?

B05140_t41_y64

1 Yes

2 No

2 No

2. In response to the COVID-19 pandemic, in which of the following ways did this business change operating methods?

Include both temporary and ongoing changes.

Mark all that apply.

Adopt or expand upon a contact-less business model
e.g., e-commerce sales, drive-through, delivery, curbside pickup, offer virtual services

B00381_t41_y41

Retrofit the workspace

B00381_t41_y42

Invest in e-commerce platforms

B00381_t41_y43

Use business intelligence technologies
e.g., cloud-based computing systems and big data analytic tools

B00381_t41_y44

Develop new supply chains

B00381_t41_y45

Ask some or all employees to work from home

B00381_t41_y46

Introduce or accelerate the introduction of new goods and services

B00381_t41_y47

Increase prices charged to customers of certain goods and services as a result of the COVID-19 pandemic

B00381_t41_y48

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- Decrease prices charged to customers of certain goods and services as a result of the COVID-19 pandemic
B00381_t41_y49
- Change marketing strategy
Include re-allocating marketing budget.
B00381_t41_y50
- Increase marketing budget
B00381_t41_y51
- Decrease marketing budget
B00381_t41_y52
- Expand to new markets
B00381_t41_y53
- Substitute capital for labour
e.g., automation, robots for use in producing goods and services
B00381_t41_y54
- Provided extra staff training
e.g., job specific training, managerial training, training in new technology, training in new business practices, digital skills training, data literacy skills, other training and development
B00381_t41_y55
- Downsize business activities
e.g., reduce goods and services offered
B00381_t41_y56
- Reduce labour costs
e.g., lay off employees, furlough employees, request employees take vacation, reduce hours of employees, offer early retirement package, outsource work
B00381_t41_y58
- Reduce costs other than labour costs
B00381_t41_y59
- Take other actions
B00381_t41_y60

↳ Specify the additional actions taken

B00381_t41_y61

OR

- No changes to operating methods in response to the COVID-19 pandemic
B00381_t41_y62

3. Due to COVID-19, did this business receive public financial relief through the Canada Emergency Wage Subsidy?

B05150_t41

1

Yes

↳ How much did your business obtain through these means?

**Financial relief received
(CANS '000)**

\$,000

F47123_t41

2

No

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Notification of intent to extract web data

1. Does this business have a website?

B00024

1 Yes



Specify the business website address

e.g., www.example.ca

B00025

2 No



Statistics Canada is piloting a web data extraction initiative, also known as web scraping, which uses software to search and compile publicly available data from business websites. As a result, we may visit the website for this business to search for, and compile, additional information. This initiative should allow us to reduce the reporting burden on business, as well as produce additional statistical indicators to ensure that our data remain accurate and relevant.

We will do our utmost to ensure the data are collected in a manner that will not affect the functionality of the website. Any data collected will be used by Statistics Canada for statistical and research purposes only, in accordance with the agency's mandate.

For more information regarding Statistics Canada's web scraping initiative, please visit <http://www.statcan.gc.ca/eng/about/about>.

To learn more about Statistics Canada's transparency and accountability, please visit <http://www.statcan.gc.ca/eng/transparency-accountability>.

If you have any questions or concerns, please contact **Statistics Canada Client Services**, toll-free at 1-877-949-9492 (TTY: 1-800-363-7629) or by email at infostats@canada.ca. Additional information about this survey can be found by selecting the following link:

Consult the reporting guide at www.statcan.gc.ca/guides for further information.

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Changes or events

13. Indicate any changes or events that affected the reported values for this business or organization compared with the last reporting period.

Mark all that apply.

B00302_11

Strike or lock-out

B00302_12

Exchange rate impact

B00302_13

Price changes in goods or services sold

B00302_14

Contracting out

B00302_15

Organizational change

B00302_16

Price changes in labour or raw materials

B00302_17

Natural disaster

B00302_18

Recession

B00302_19

Change in product line

B00302_110

Sold business or business units

B00302_111

Expansion

B00302_112

New or lost contract

B00302_113

Plant closures

B00302_114

Acquisition of business or business units

B00302_115

Other changes or events — specify:

B00302_116

OR

B00302_117

No changes or events

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Contact person

14. Statistics Canada may need to contact the person who completed this questionnaire for further information.

If the contact person is the same as on cover page, please check → Go to "Feedback"

Otherwise, who is the **best person to contact** about this questionnaire?

First name

Last name

Title

Email address (Example: user@example.gov.ca)

Telephone number (including area code)
Example: 123-123-1234

Extension number
(if applicable)

Fax number (including area code)
Example: 123-123-1234

Feedback

15. How long did it take to complete this questionnaire?

Include the time spent gathering the necessary information.....

Hours

Minutes

16. We invite your comments about this questionnaire.

B00002

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General information

Confidentiality

Your answers are confidential.

By law, Statistics Canada is prohibited from releasing any information it collects that 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 the information from this survey for statistical purposes only.

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 reduce the reporting burden, Statistics Canada may combine the acquired data 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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