

2014 Annual Survey of Service Industries: Repair and Maintenance Services

CONFIDENTIAL once completed.

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

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

Legal name

Operating name

First name

Last name

Title

Address (number and street)

City

Province, territory or state Postal code or zip code

Country

Business and contact information

Email address _____	Telephone number (including area code) _____	Extension number _____
Preferred language of communication <input type="radio"/> English <input type="radio"/> French	Fax number (including area code) _____	

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 **1-800-972-9692**.

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

Business status

1. Is this business currently in operation?

B00309

- Yes ► **Go to next Section**
- No, seasonal operations ► **Go to question 2**
- No, ceased all operations ► **Go to question 4**
- No, sold all operations ► **Go to question 6**
- No, amalgamated with (an) other business(es) ► **Go to question 8**
- No, temporarily inactive but will re-open ► **Go to question 11**
- No, no longer operating due to other reason(s) ► **Go to question 14**

2. When did this business close for the season?

YYYY MM DD

B00217

Date

--	--	--	--	--	--	--	--	--	--

3. When does this business expect to resume operations?

YYYY MM DD

B00218

Date

--	--	--	--	--	--	--	--	--	--

► **Go to next Section**

4. When did this business cease all operations?

YYYY MM DD

B00211

Date

--	--	--	--	--	--	--	--	--	--

5. Why did this business cease all operations?

B00311

- Bankruptcy
- Liquidation
- Dissolution
- Other reason — please specify:

B00312

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► **Go to next Section**

6. When was this business sold?

YYYY MM DD

B00212

Date

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7. What is the legal name of the buyer?

B00406

▶ Go to next Section

8. When did this business amalgamate?

Date

YYYY				MM		DD	
B00213							

9. What is the legal name of the resulting or continuing business?

B00407

10. What is (are) the legal name(s) of the other amalgamated business(es)?

B00408

▶ Go to next Section

11. When did this business become temporarily inactive?

Date

YYYY				MM		DD	
B00214							

12. When does this business expect to resume operations?

Date

YYYY				MM		DD	
B00215							

13. Why is this business temporarily inactive?

B00313

▶ Go to next Section

14. When did this business cease operations?

Date

YYYY				MM		DD	
B00216							

15. Why did this business cease operations?

B00314

▶ Go to next Section

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Reporting instructions

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

Business activity

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

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

B05002

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

- a. Was this business's main activity, which typically generates the most revenue, **ever** classified as described above?

B05111

- Yes ► **When did the main business activity change?** ► **Date :**
- No ► **Go to question 1b**

YYYY	MM	DD
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

B05003

- c. Approximately what **percentage of this business's revenue** is generated by this **main activity**? B05004

Estimates are acceptable.

<input type="text"/>	<input type="text"/>	<input type="text"/>	%
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Are there any other activities that **contribute significantly** (at least 10%) to this **business's revenue**?

B05024

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

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

B05005

- e. Approximately what **percentage of this business's revenue** is generated by this **secondary activity**? B05006

Estimates are acceptable.

<input type="text"/>	<input type="text"/>	<input type="text"/>	%
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Reporting period information

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

Note: For this survey, the **End date** should fall between April 1, 2014 and March 31, 2015.

Start date YYYY MM DD
End date YYYY MM DD

B00205
B00206

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

<p>B00301_r1 <input type="checkbox"/> seasonal operations</p> <p>B00301_r2 <input type="checkbox"/> new business</p> <p>B00301_r3 <input type="checkbox"/> change of ownership</p> <p>B00301_r4 <input type="checkbox"/> change of fiscal year</p>	<p>B00301_r5 <input type="checkbox"/> ceased operations</p> <p>B00301_r6 <input type="checkbox"/> temporarily inactive</p> <p>B00301_r7 <input type="checkbox"/> other reason — please specify:</p> <p>B00301_r8 <input style="width: 100%;" type="text"/></p>
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3. Please indicate below, any changes or events that may have affected the reported values for this business compared to the last reporting period (mark all that apply):

<p>B00302_t1 <input type="checkbox"/> strike or lockout</p> <p>B00302_t2 <input type="checkbox"/> exchange rate impact</p> <p>B00302_t3 <input type="checkbox"/> price changes in goods or services sold</p> <p>B00302_t4 <input type="checkbox"/> contracting out</p> <p>B00302_t5 <input type="checkbox"/> organisational change</p> <p>B00302_t6 <input type="checkbox"/> price changes in labour or raw materials</p> <p>B00302_t7 <input type="checkbox"/> natural disaster</p> <p>B00302_t8 <input type="checkbox"/> recession</p> <p>B00302_t9 <input type="checkbox"/> change in product line</p>	<p>B00302_t10 <input type="checkbox"/> sold business units</p> <p>B00302_t11 <input type="checkbox"/> expansion</p> <p>B00302_t12 <input type="checkbox"/> new/lost contract</p> <p>B00302_t13 <input type="checkbox"/> plant closures</p> <p>B00302_t14 <input type="checkbox"/> acquisition of business units</p> <p>B00302_t15 <input type="checkbox"/> other change or event — please specify:</p> <p>B00302_t16 <input style="width: 100%;" type="text"/></p> <p>B00302_t17 <input type="checkbox"/> no change or event</p>
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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?

		CAN\$ '000
1.	Sales of goods and services Include: sales, commissions, rental and leasing revenue if they are this business's primary revenue source	F43008 \$ <input type="text"/> ,000
2.	Rental and leasing (report only if this is a secondary source of revenue; if rental and leasing are your primary revenue source, report in question 1)	F45801 \$ <input type="text"/> ,000
3.	Commissions (report only if this is a secondary source of revenue; if commissions are your primary revenue source, report in question 1)	F45701 \$ <input type="text"/> ,000
4.	Subsidies Include: grants, donations, fundraising and sponsorships	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	
	F51302 <input type="text"/>	F51301 \$ <input type="text"/> ,000
9.	Total revenue (sum of questions 1 to 8)	F40000 \$ <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	CAN\$ '000	
	F61206	
a. opening inventories	\$,000
b. purchases Include: raw materials, goods purchased for resale and non-returnable containers Exclude: change in inventories	F61306 \$,000
c. closing inventories	F61406 \$,000
d. cost of goods sold (opening inventories plus purchases minus closing inventories)	CAN\$ '000 F61101 \$,000
2. Employment costs and expenses Include: all employees who were issued a T4 Exclude: commissions paid to non-employees, report in question 3		
a. salaries, wages and commissions	F61501 \$,000
b. employee benefits (please refer to the reporting guide for the list of inclusions and exclusions)	F61502 \$,000
3. Subcontracts Include: commissions paid to non-employees Exclude: research and development		
	F62503 \$,000
4. Research and development fees Exclude: in-house research and development		
	F62504 \$,000
5. Professional and business fees (e.g., legal, accounting, consulting, scientific and property management fees)		
	F62601 \$,000
6. Utilities (e.g., electricity, water and gas)		
	F61801 \$,000
7. Office and computer related expenses (e.g., office supplies, postage and computer upgrades)		
	F62505 \$,000
8. Telephone, Internet and other telecommunication		
	F61802 \$,000
9. Business taxes, licenses and permits (e.g., beverage tax, business tax, license fees and property taxes)		
	F61901 \$,000
10. Royalties, franchise fees and memberships Exclude: Crown royalties		
	F62001 \$,000
11. Crown charges (for logging, mining and energy industries only)		
	F62506 \$,000

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CAN\$ '000

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

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Industry characteristics

Sales

What were this business's sales for each of the following goods and services?
Please report all amounts in **thousands of Canadian dollars**.

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

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Parts and labour

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

Inventory

(parts and accessories)

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

Sales by type of client

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

1. Clients in Canada

Percentage

F43008_c1

%

a. individuals and households

F43008_c2

%

b. businesses

F43008_c3

%

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

F43008_c4

%

2. Clients outside of Canada

100%

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International transactions

Revenue received from exports

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

B05011_b

- Yes ➔ Complete questions 2, 3 and 4.
- No ➔ Go to question 5.

2. What was the revenue received from **clients outside Canada**? CAN\$ '000

F43217 \$,000

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

	Percentage	
a. goods	F43218 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. services	F43219 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. royalties, rights, licensing and franchise fees	F47202 <input type="text"/> <input type="text"/> <input type="text"/> %	

F43590 %

Total

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

	Percentage	
a. United States	F43221_g1 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. Mexico	F43221_g2 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. other countries — please specify by listing top 4 contributors:		

B50002_1 F43222_1 %

B50002_2 F43222_2 %

B50002_3 F43222_3 %

B50002_4 F43222_4 %

Purchases from outside Canada (imports)

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

B05012_b

- Yes ➔ Complete questions 6, 7 and 8.
- No ➔ Go to next section.

6. What were the payments made to **suppliers outside Canada**? CAN\$ '000

F61314 \$,000

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

	Percentage	
a. goods	F61315 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. services	F61316 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. royalties, rights, licensing and franchise fees	F61317 <input type="text"/> <input type="text"/> <input type="text"/> %	

F61330 %

Total

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

	Percentage	
a. United States	F61318_g1 <input type="text"/> <input type="text"/> <input type="text"/> %	
b. Mexico	F61318_g2 <input type="text"/> <input type="text"/> <input type="text"/> %	
c. other countries — please specify by listing top 4 contributors:		

B50003_1 F61319_1 %

B50003_2 F61319_2 %

B50003_3 F61319_3 %

B50003_4 F61319_4 %

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Contact person

Name of person to contact about this questionnaire:

First name

Last name

Title

Email address

Telephone number

Extension number

Fax number

hours

minutes

How long did you spend collecting the data and completing the questionnaire?

 :

Comments

We invite your comments below.

If necessary, please attach a separate sheet.

Please be assured that we review all comments with the intent of improving the survey.

B00002

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General information

Confidentiality

Your answers are confidential.

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

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

Data-sharing agreements

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

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

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

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

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

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

Record linkages

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

Thank you for completing this questionnaire.

Please retain a copy for your records.

Visit our website, www.statcan.gc.ca

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