

2010 Annual Head Office Survey

This document is confidential when completed.

If you would prefer completing the electronic version of this questionnaire, please call us toll-free at: **1-800-972-9692**.
Si vous préférez recevoir ce questionnaire en français, veuillez nous appeler au numéro sans frais suivant : **1-800-972-9692**.



■ **If necessary**, please make address label corrections in the boxes below.

0001	Legal name		0004	Address	
0002	Business name		0005	City	0006 Province/ territory or state
0003	C/O		0053	Country	0007 Postal code/ zip code
0028	Last name of contact		0008	First name of contact	
0052	Please report for		0010	Language preference	1 <input type="checkbox"/> English 2 <input type="checkbox"/> French

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.

A - Introduction

Survey purpose

The Annual Head Office Survey is conducted to improve the accuracy and completeness of statistics on businesses in Canada. Please consult the reporting guide at www.statcan.gc.ca/guides-e for further details.

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 must 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.

Coverage

Please report for the head office(s) identified above.

Please return the questionnaire within 30 days.

Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at **1-888-883-7999**.

Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during the facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

Lost the return envelope or need help? Call us at **1-800-972-9692** or mail to:
Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at www.statcan.gc.ca

Main business activity

A head office is an operating entity which provides support services (accounting, legal, management, payroll, etc.) to other operating entities within the same enterprise.

Please check **the category** that most accurately describes the nature of your head office activities.

1. ⁰³³⁶ Head Office

- ¹ Centralized administration (corporate, general home or central office)
- ³ Other administration (divisional, branch or district office)
- ⁵ None of the above – **Please contact us at 1-800-972-9692 before resuming this questionnaire.**

Reporting period information

- 1.** Please report information for **your 12-month fiscal period** ending between April 1, 2010 and March 31, 2011. Please indicate below the period covered by this questionnaire.

from ⁰⁰¹¹ to ⁰⁰¹²

- 2.** If you **did not operate** this head office for a **full year**, please check the reason(s) below:

- ⁰⁰³¹ ¹ seasonal operation ² new business ³ change of fiscal year ⁴ change of ownership ⁵ ceased operation ⁶ temporarily inactive

- 3.** Please indicate below any changes that have occurred in the organization of this head office during the reporting period:

- ⁰⁰⁴⁷ ¹ acquired new business entity ² disposed of/sold business entity

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Instructions

1. Please report information for your **head office** related activities **ONLY**.
2. Please report all dollar amounts in thousands of Canadian dollars and round to whole numbers.
3. When precise figures are not available, please provide your best estimates.

B - Revenue

Include all revenue within or outside Canada recorded by this head office.

Exclude GST/HST, PST and TVQ.

1. During the reporting period, have you recorded any **exclusive head office revenue**?

¹⁰⁹⁹ ¹ yes ³ no, go to **section C**

Revenue at this head office

2. During the reporting period, has your head office recorded any revenue from outside Canada for services offered by employees of this head office?

⁴⁵⁵⁹ ¹ yes ³ no

Revenue from external clients (e.g., third party or non affiliated enterprises)

Exclude receipts from billings to other entities of this enterprise.

	'000 CAN\$
3. Sales of services produced by employees of this head office (e.g., sales of consulting services, data processing, management and administrative services) to external clients	2011
4. Revenue from rental and leasing (e.g., office space or other real estate, goods and equipment) from external clients	2046
5. Other operating revenue (e.g., royalties, franchise fees) from external clients Please specify major item: ²⁰²³ <input type="text"/>	2012
6. Total revenue from external clients (sum of questions 3 to 5)	2013

Revenue from internal clients (e.g., other entities of this enterprise)

Exclude receipts from billings to **external clients**.

	'000 CAN\$
7. Management fees and any other service fees provided by and paid to this head office by other entities of the enterprise (e.g., legal, payroll, advertising, insurance, promotional fees, etc.)	2014
8. Other operating revenue (e.g., royalties, franchise fees) from internal clients Please specify major item: ²⁰²⁴ <input type="text"/>	2015
9. Total revenue from internal clients (sum of questions 7 and 8 above)	2016
10. Total operating revenue (sum of questions 6 and 9 above)	2080
11. Non-operating revenue (e.g., interest and dividend income)	2097
12. Total revenue (sum of questions 10 and 11 above)	2098

C - Expenses

Include all expenses within or outside Canada recorded by this **head office ONLY**.

Include also all expenses this Head Office may have **directly allocated** to other entities of this enterprise.

Exclude GST/HST, PST and TVQ.

		'000 CAN\$
1. Salaries and wages of head office employees ONLY (include overtime and vacation pay) . Employees are defined as those workers for whom you completed a Canada Revenue Agency T4 form - Statement of Remuneration Paid.	3010	
2. Employer portion of employee benefits (include contributions to provincial and territorial health and education payroll taxes).	3040	
<p>Questions 3 to 14 are for services purchased from external businesses only (e.g., third parties or non-affiliated enterprises).</p> <p>Please exclude management fees or any other service fees that will be reported at questions 22a and b.</p>		
		'000 CAN\$
3. Transportation, shipping (contracted out), warehousing and storage, postage and courier expenses	4179	
4. Telephone and other telecommunication expenses	4101	
5. Rental and leasing expenses	4115	
6. Purchased repair and maintenance service expenses, including janitorial and cleaning services	4175	
7. Payments to employment agencies or personnel suppliers	3080	
8. Purchased research and development (contracted out)	4251	
9. All other professional and business services (e.g., legal and accounting, technical services fee, consulting, education and training)	4315	
10. Insurance premiums (e.g., liability, auto, building, equipment)	4350	
11. Advertising and promotion expenses	4365	
12. Travel, meal and entertainment expenses	4370	
13. Royalties and franchise fees	4440	
14. All other purchased service expenses not specified above (e.g., property management fees, waste and hazardous material removal fees, financial service fees such as bank charges, credit and debit card commissions).	4500	

C - Expenses (continued)

		'000 CAN\$
15.	Office supply expenses	3301
16.	Supply expenses linked to operations, repair and maintenance	3302
17.	All other materials, components and supply expenses	3392
	Please specify major item: 3393	
18.	Total purchased energy and water utility expenses (e.g., electricity, gasoline, fuel oil, diesel fuel, propane, natural gas, water)	4066
19.	Amortization and depreciation	4520
20.	Property and business taxes, licenses and other permits, including building permits and development charges	4410
21.	Interest expenses (e.g., interest expenses on capital lease obligations plus all other interest expenses such as interest on loans and the interest portion of mortgage payments)	4630
22.	Please note that management fees or any other service fees below cover a variety of industrial, professional, trade and business services, as well as transactions in royalties and licenses, but exclude imports and exports of goods, freight and shipping transactions, travel, interest and profit/loss.	4556
	a) management fees or any other service fees paid to entities outside Canada	
	b) management fees or any other service fees paid to entities within Canada	4557
23.	All other head office expenses (e.g., allowances for bad debt, write-offs and donations).	4569
	Please specify major item: 4561	
24.	Total expenses (sum of questions 1 to 23)	4699
25.	What amount, if any, of the amount reported in question 24 is directly allocated to other entities of this enterprise?	4138

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D - Employment at this head office

Please report the average number of people employed at this **head office ONLY**, during the reporting period.

Include full-time, part-time and temporary employees and employees absent with pay.
Exclude contract and subcontract workers who are not part of your payroll.

number

6000

E - Events that may have affected your head office

1. Compared to last fiscal year, were there any events that may have significantly affected the reported values for this head office? Please specify:

9965 _____

9968 _____

F - Comments

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

hour(s) **minutes**

9910 9909

2. We invite your comments below. If necessary, please attach a separate page. Please be assured that we review all comments with the intent of improving this survey.

9920 _____

9913 _____

9914 _____

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G - Contact information

Name of person to contact about this questionnaire:

0026 1 Mr. 2 Mrs. 3 Miss 4 Ms

0054	Last name		0017	Telephone number	
0013	First name		0027	Extension number	
0014	Title		0016	Fax number	
0018	E-mail address		0020	Website address	

Signature: _____

0015

yyyy mm dd

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

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

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

Data-sharing agreements

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

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

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon.

The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

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

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

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

Record linkages

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

Additional information

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

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

Thank you for completing this questionnaire. Please retain a copy for your records.

Visit our website at www.statcan.gc.ca