



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	Code postal/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. For further details, please consult the enclosed reporting guide.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into agreements with provincial and territorial statistical agencies and other government departments for the sharing of data. The data will be kept confidential and used for statistical purposes only by these organizations. For further details, please consult the enclosed booklet entitled *Statistics Canada Business Surveys*.

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada. Please see the enclosed reporting guide for more information.

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*.

Coverage

Please report for the business unit(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.

Lost the return envelope or need help? Call us at **1-888-881-3666** or mail to:
 Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

Visit our website at www.statcan.ca

Reporting instructions

1. Please print in ink.
2. Please report all dollar amounts in thousands of **Canadian dollars ('000 CAN\$)**.
3. Dollar amounts and percentages should be rounded to whole numbers.
4. A reporting guide is included with the questionnaire for your reference.
5. **When precise figures are not available, please provide your best estimates.**

Main business activity

For this business unit, please check **one main activity** which most accurately describes the **principal** source of operating revenue.

1. 551114 ⁰³³⁶ **Head Office**
- 1 Centralized administration (corporate, general home or central office)
- 3 Other administration (divisional, branch or district office)

Please describe **in detail** the nature of your business activity:

0338

2. 0040 None of the above — Please list the main activities of this business unit, indicating the estimated percentage of total operating revenue for each and call **1-888-881-3666** for further instructions.

0041

Reporting period information

1. Please report information for **your 12-month fiscal period** ending between April 1, 2008 and March 31, 2009. Please indicate below the period covered by this questionnaire.

from ⁰⁰¹¹ ^{yyyy} ^{mm} ^{dd} to ⁰⁰¹² ^{yyyy} ^{mm} ^{dd}

2. If you **did not operate** this business unit 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 change that may have occurred in the organization of this business unit during the reported period:

⁰⁰⁴⁷ 1 acquired new business units ² disposed of/sold business units

Special instructions

Please report information for your head office related activities only.

B - Revenue

Include all revenue within or outside Canada recorded in your accounts for sales to other businesses and for transfers to other units of your business.

Exclude GST/HST, PST and TVQ.

1. Did the accounts of this head office record any revenue during the reported period?

¹⁰⁹⁹ 1 yes

³ no, go to **Section C**

Revenue at this head office

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

Exclude receipts from billings to other units of this firm.

		'000 CAN\$
2. Sales of goods manufactured and/or assembled by business units affiliated with this head office, and transferred to this head office for sale to external clients (The cost of goods sold is to be reported in Section C , question 1.)	2010	
3. Sales of goods purchased for resale, in the same condition as purchased, bought from business units not affiliated with this head office (i.e., third party) for sale to external clients (The purchase of these goods is to be reported in Section C , question 2.)	2028	
4. Sales of services produced by employees of this business unit (e.g., sales of consulting services, data processing, management and administrative services) for sale to external clients	2011	
5. Revenue from rental and leasing (e.g., office space or other real estate, goods and equipment) from external clients	2046	
6. Other operating revenue (e.g., commissions, royalties, franchise fees) from external clients	2012	
Please specify major item: ²⁰²³ <input type="text"/>		
7. Total revenue from external clients (sum of questions 2 to 6)	2013	

Revenue from internal clients (e.g., other units of this firm)

Exclude receipts from billings to external clients.

		'000 CAN\$
8. Management fees and any other service fees provided by and paid to this head office by other units of the firm (e.g., legal, advertising, insurance). Please refer to your reporting guide before completing this question.	2014	
9. All other operating revenue from other units of the firm not reported above (e.g., royalties, commissions, franchise fees)	2015	
Please specify major item: ²⁰²⁴ <input type="text"/>		
10. Total revenue from internal clients (sum of questions 8 and 9 above)	2016	
11. Total operating revenue (sum of questions 7 and 10 above)	2080	
12. Non-operating revenue (e.g., interest and dividend income)	2097	
13. Total revenue of this head office (sum of questions 11 and 12 above)	2098	

C - Expenses

Include all expenses within or outside Canada recorded by this business unit.

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

Exclude GST/HST and TVQ.

'000 CAN\$

1. Cost of goods sold by business units affiliated with this head office and transferred to this head office for sale to external clients (The sale of these goods is to be reported in Section B , question 2.)	1964	
2. Cost of goods purchased for resale in the same condition as purchased, purchased from business units not affiliated with this head office (The sale of these goods is to be reported in Section B , question 3.)	4025	
3. 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 - Statement of Remuneration Paid. Please refer to your reporting guide for inclusions and exclusions before completing this question.	3010	
4. Employer portion of employee benefits (include contributions to provincial/territorial health and education payroll taxes). Please refer to your reporting guide for other inclusions before completing this question.	3040	

The expenses of questions 5 to 16 are for services purchased from **external businesses only** (e.g., third parties).

Please exclude management fees or any other service fees that will be reported at questions 25a and b.

'000 CAN\$

5. Transportation, shipping (contracted out), warehousing, storage, postage and courier expenses	4179	
6. Telephone and other telecommunication expenses	4101	
7. Rental and leasing expenses Include office space or other real estate, motor vehicles, computers and peripherals, other machinery and equipment, and other goods.	4115	
8. Purchased repair and maintenance service expenses, including janitorial and cleaning services Include materials, parts and labour. Exclude property management fees.	4175	
9. Payments to employment agencies or personnel suppliers (e.g., pay for temporary workers paid through an agency and charges for personnel search services)	3080	
10. Purchased research and development expenses (contracted out)	4251	
11. All other professional and business services (e.g., legal and accounting, technical services fee, consulting, education and training)	4315	
12. Insurance premiums (e.g., liability, auto, building, equipment)	4350	
13. Advertising and promotion expenses	4365	
14. Travel, meal and entertainment expenses	4370	
15. Royalties and franchise fees	4440	
16. 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\$
17. Office supply expenses	3301	
18. Operating, repair and maintenance supply expenses	3302	
19. All other materials, components and supply expenses	3392	
Please specify major items:	3393	
20. Total purchased energy and water utility expenses (e.g., electricity, gasoline, fuel oil, diesel fuel, propane, natural gas, water)	4066	
21. Amortization and depreciation (include this business unit's assets and capital lease obligations). Please refer to your reporting guide for inclusions before completing this question.	4520	
22. Property and business taxes, licences and other permits, including building permits and development charges	4410	
23. 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	
24. All other expenses (e.g., allowances for bad debt, write-offs, donations and inventory adjustments).	4569	
Please specify major items:	4561	
25. 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 licences, but exclude imports and exports of goods, freight and shipping transactions, travel and interest or profit/loss.		'000 CAN\$
a) management fees or any other service fees paid to affiliates or third parties outside Canada	4556	
b) management fees or any other service fees paid to affiliates or third parties in Canada	4557	
26. During the reference period, did you receive management fees or any other service fees from outside Canada?	4559	
	1 <input type="checkbox"/> yes	3 <input type="checkbox"/> no
		'000 CAN\$
27. Total expenses (sum of questions 1 to 25b)	4699	
		'000 CAN\$
28. What amount, if any, of the amount reported in question 27 is directly allocated to other units of this firm?	4138	

D - Inventory of this head office

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

Please include: – inventory **owned** by this business unit within or outside Canada (include inventory held at any warehouse, selling outlet, in transit, or on consignment).

Please exclude: – inventory held on consignment for others.

		Value of opening inventory ('000 CAN\$)	Value of closing inventory ('000 CAN\$)
1. Goods manufactured and/or produced by business units affiliated with this head office and transferred to this head office for sale to external clients	5541		5542
2. Goods purchased for resale in the same condition as purchased, from business units not affiliated with this head office and sold to external clients	5543		5544
3. Total inventories (sum of questions 1 and 2)	5550		5555

E - Employment at this head office

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

number

6299

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.

F - Events that may have affected your business unit

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

9965

9968

G - Comments

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

9910

hour(s)

9909

minutes

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 the survey.

9920

9913

9914

FOR
INFORMATION
ONLY

H - 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.

Thank you for your co-operation