

The Workplace Survey: Workplace Practices

This document is confidential when completed.

Si vous préférez recevoir ce questionnaire en français veuillez composer le 1-866-445-4323.

If necessary, please make address label corrections in the boxes below (please print)

C0001 Legal Business Name

C0002 Operational Business Name
 (if different from legal business name)

C0008 First Name of Contact

C0028 Last Name of Contact

C0004 Address (number and street)

C0005 City

C0006 Province/Territory C0007 Postal Code

C0009 Preferred Language of Correspondence
 English ¹ French ²

INTRODUCTION

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.**

Survey Objective

The Workplace Survey will provide valuable information on the best practices of businesses by looking at the characteristics that help firms succeed. It will collect information from Canadian employers on a range of workplace issues. Survey results will provide unique insights into the relationship between employment practices and labour demand, as well as information on job vacancy, skill shortages, training and human resource practices. You as the respondent will benefit from completing this questionnaire by having the ability to benchmark your company against other companies in the same industry.

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to any identifiable business without the previous written consent of that business. The data reported on this questionnaire will be treated in strict confidence. They will be used exclusively for statistical purposes and will be published in an aggregate form only.

Your Participation

The participation of your business in this survey is critical to ensure that the results are an accurate reflection of your industry, region and type of business. As with most business surveys conducted by Statistics Canada, **this survey is mandatory**. We thank you for your understanding and support.

Instructions

Please fill out this questionnaire and return it to Statistics Canada within the next 15 days using the self addressed envelope. If you have any difficulty answering specific questions, do not hesitate to phone 1-866-445-4323.

Coverage

Please complete this questionnaire for the business location appearing on the label of this questionnaire. For the purpose of this survey, "location" refers to the specific address appearing on the label of this questionnaire.

Record Linkages

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

Need Help?

We would be happy to answer any questions you might have. The telephone number is: 1-866-445-4323.

You may also visit Statistics Canada's website at www.statcan.gc.ca for this questionnaire and FAQ's.

CONCEPTS AND DEFINITIONS FOR YOUR REFERENCE

Employee

Paid employees including full-time, part-time, permanent, non-permanent and seasonal employees, of this location receiving a T4 statement from Canada Revenue Agency who work on-site or off-site and employees who are on paid leave.

Please do not include employees who only receive a T4A statement.

Full-time employee: An employee working 30 or more hours per week.

Part-time employee: An employee working less than 30 hours per week.

Permanent employee: An employee who has no set termination date (include tenured teachers).

Non-permanent employee: An employee who has a set termination date or an agreement covering the period of employment (temporary, seasonal or casual).

Independent Contractor

A person providing products or services under contract at your location but for whom the completion of a Canada Revenue Agency T4 statement is not required. This person may be an employee of another business or a home worker (computer consultant, piecework seamstress, etc.). Some independent contractors may receive a T4A statement from your location.

Managers

Include: President(s), executives, senior managers and managers that receive a T4 statement.

Senior Managers

Include the most senior executive in the workplace and other senior managers whose responsibilities would normally span more than one internal department. Most small workplaces would only have one senior manager. Examples: president of single location company; retail store manager; plant manager; senior partners in business services firms; production superintendent; senior administrator in public services enterprise; as well as vice presidents, assistant directors, partners and assistant administrators whose responsibilities cover more than one domain.

Managers

Managers generally report to senior management and are responsible for a single domain or department. This category would normally include assistant directors or the equivalent in small workplaces. Examples: department heads or managers (engineering, accounting, R&D, personnel, computing, marketing, sales, etc.); heads or managers of specific product lines; junior partners or assistant administrators with responsibilities for a specific domain; and assistant directors in small locations (without an internal department structure).

Professionals

Employees whose duties would normally require at least an undergraduate university degree or the equivalent. Examples: medical doctors, lawyers, accountants, architects, engineers, economists, science professionals, psychologists, sociologists, registered nurses, marketing and market research professionals, nurse-practitioners and teaching professionals, professors and teaching assistants. Include computing professionals whose duties would normally require a minimum of an undergraduate degree in computer science. Include professional project managers and supervisors not included in senior managers and specialist managers.

Technical/Trades

Technical/Semi-Professional Workers

Employees whose duties would normally require a community college certificate/diploma or the equivalent and who are not primarily involved in the marketing/sales of a product or service. Examples: technologists, lab technicians, registered nursing assistants, audio-visual technicians; trained caregivers; technology trainers; legal secretaries and draftspersons. Include computer programmers and operators whose duties would normally require a community college certificate or diploma. Include semi-professional project managers and supervisors not included in managers and professionals.

Trades/Skilled Production, Operation and Maintenance

Non-supervisory staff in positions requiring vocational/trades accreditation or the equivalent. Examples: construction trades, machinists, machine operators, stationary engineers, mechanics, beauticians/barbers/hairdressers, butchers and repair workers that do not normally require a post-secondary certificate or diploma.

A certificate of qualification for a skilled trade is considered a post-secondary certificate. These certificates are issued following the completion of an apprenticeship program. There are a lot of skilled trades that do require a post-secondary certificate (electrician, power line technician, etc.).

Sales/Marketing

Non-supervisory staff primarily engaged in the marketing/sales of products or services. Examples: retail sales clerks, waiters/waitresses, telemarketers, real estate agents, insurance agents and loans officers. Exclude employees whose duties require a university degree and professional accreditation (professionals), those whose duties require a community college certificate/diploma (technical/trades) and those whose duties are primarily supervisory (managers).

Administrative/Clerical

Non-supervisory staff providing clerical or administrative services for internal or external clients. Examples: secretaries, office equipment operators, filing clerks, account clerks, receptionists, desk clerks, mail and distribution clerks, bill collectors and claims adjusters. Duties do not normally require post-secondary education or responsibility for marketing or sales.

Production or Service Workers with no Trade/Certification

Non-supervisory staff in production, maintenance or service positions that require no vocational/trades accreditation or the equivalent in on-the-job training. Examples: assemblers, packers, sorters, pilers, machine operators, transportation equipment operators (drivers), warehousemen, cleaning staff, food service counter attendants, doormen and service station attendants. Jobs in this category require no more than a one-month training for someone with no trade or vocational accreditation.

Other

If you have a large number of employees who do not correspond to any of the above categories, please list their occupation(s) in the space provided below.

1000011

The Workplace Survey

For the purpose of this survey, "location" refers to the specific address appearing on the label of this questionnaire. Please consult the label on the front page. Please report for only this address. Do not combine information with any other location. If there is a question you cannot answer for the specified address, please skip to the next one.

SECTION A: WORKFORCE CHARACTERISTICS

Demographics

This section includes questions relating to the characteristics of the employees at this location.

- A1.** Was this location in operation during the entire 12-month period between **January 1, 2010** and **December 31, 2010**?

1101011 1 Yes > **Go to Question A2**

3 No > **Specify period of operation:**

Year			Month			Day			Year			Month			Day		
1101012	From:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1101013	To:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

- A2.** In the last pay period of **December 2010** and **December 2009**, how many employees receiving a T4 statement were employed at this location?

Please see the definitions in the box below.

1102011 **December 2010** > **If your answer is zero, we thank you for your cooperation. Please return the questionnaire using the enclosed postage paid envelope.**

1102012 **December 2009**

Employee: Paid employees including full-time, part-time, permanent, non-permanent and seasonal employees, of this location receiving a T4 statement (but not a T4A statement) who work on-site or off-site and employees who are on paid leave.

Do not include independent contractors.

Independent Contractor: A person providing products or services under contract at your location but for whom the completion of a Canada Revenue Agency T4 statement is not required. This person may be an employee of another business or a home worker (computer consultant, piecework seamstress, etc.). Independent contractors should not be included in Questions A1 to A9. Independent contractors may receive a T4A statement from this location.

- A3.** Of the total number of employees in **December 2010**, as reported in **Question A2**, how many were male and how many were female?

Please include only employees receiving a T4 statement from this location.

1103011 **Male**

1103012 **Female**

- A4.** Of the total number of employees in **December 2010**, as reported in **Question A2**, how many were in the following categories?

If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Please include only employees receiving a T4 statement from this location.

	Male		Female		Total	
Under 25 years of age	1104011	<input type="text"/>	1104012	<input type="text"/>	1104013	<input type="text"/>
25 to 44 years of age	1104021	<input type="text"/>	1104022	<input type="text"/>	1104023	<input type="text"/>
45 to 54 years of age	1104031	<input type="text"/>	1104032	<input type="text"/>	1104033	<input type="text"/>
55 to 64 years of age	1104041	<input type="text"/>	1104042	<input type="text"/>	1104043	<input type="text"/>
65 to 69 years of age	1104051	<input type="text"/>	1104052	<input type="text"/>	1104053	<input type="text"/>
70 years of age and older	1104061	<input type="text"/>	1104062	<input type="text"/>	1104063	<input type="text"/>
All employees <i>Please make sure that the totals reported here agree with the totals reported in Questions A2 and A3.</i>	1104071	<input type="text"/>	1104072	<input type="text"/>	1104073	<input type="text"/>

- A5.** Of the total number of employees in **December 2010**, as reported in **Question A2**, how many were in the following categories?

If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Please include only employees receiving a T4 statement from this location.

Full-time employee: An employee working 30 or more hours per week.

Part-time employee: An employee working less than 30 hours per week.

Permanent employee: An employee who has no set termination date (include tenured teachers).

Non-permanent employee: An employee who has a set termination date or an agreement covering the period of employment (temporary, seasonal or casual).

	Male		Female		Total	
Permanent employees						
Full-time	1105011	<input type="text"/>	1105012	<input type="text"/>	1105013	<input type="text"/>
Part-time	1105021	<input type="text"/>	1105022	<input type="text"/>	1105023	<input type="text"/>
Non-permanent employees						
Full-time	1105031	<input type="text"/>	1105032	<input type="text"/>	1105033	<input type="text"/>
Part-time	1105041	<input type="text"/>	1105042	<input type="text"/>	1105043	<input type="text"/>
All employees <i>Please make sure that the totals reported here agree with the totals reported in Questions A2 and A3.</i>	1105051	<input type="text"/>	1105052	<input type="text"/>	1105053	<input type="text"/>

A6. Of the total number of employees in **December 2010**, as reported in **Question A2**, how many were in the following categories?

If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Please include only employees receiving a T4 statement from this location.

	Male	Female	Total
Managers	1106011 <input type="text"/>	1106012 <input type="text"/>	1106013 <input type="text"/>
Professionals	1106021 <input type="text"/>	1106022 <input type="text"/>	1106023 <input type="text"/>
Technical/Trades	1106031 <input type="text"/>	1106032 <input type="text"/>	1106033 <input type="text"/>
Sales/Marketing	1106041 <input type="text"/>	1106042 <input type="text"/>	1106043 <input type="text"/>
Administrative/Clerical	1106051 <input type="text"/>	1106052 <input type="text"/>	1106053 <input type="text"/>
Production or Service Workers with no Trade/Certification	1106061 <input type="text"/>	1106062 <input type="text"/>	1106063 <input type="text"/>
Other	1106071 <input type="text"/>	1106072 <input type="text"/>	1106073 <input type="text"/>
All employees <i>Please make sure that the totals reported here agree with the totals reported in Questions A2 and A3.</i>	1106081 <input type="text"/>	1106082 <input type="text"/>	1106083 <input type="text"/>

A7. Of the total number of employees in **December 2010**, as reported in **Question A2**, how many generally worked in the following categories:

If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Please include only employees receiving a T4 statement from this location.

	Male	Female	Total
On-site	1107011 <input type="text"/>	1107012 <input type="text"/>	1107013 <input type="text"/>
At home	1107021 <input type="text"/>	1107022 <input type="text"/>	1107023 <input type="text"/>
At another workplace (including travel for work)	1107031 <input type="text"/>	1107032 <input type="text"/>	1107033 <input type="text"/>
Other	1107041 <input type="text"/>	1107042 <input type="text"/>	1107043 <input type="text"/>

- A8.** Of the total number of employees in **December 2010**, as reported in **Question A2**, how many were in the following categories?
Please include only employees receiving a T4 statement from this location.

Full-time employee: An employee working 30 or more hours per week.
Part-time employee: An employee working less than 30 hours per week.

	Covered by a collective agreement		Not covered by a collective agreement	
Full-time	1108011	<input type="text"/>	1108012	<input type="text"/>
Part-time	1108021	<input type="text"/>	1108022	<input type="text"/>

If no employees were covered by a collective agreement > **Go to Question A10**
Otherwise, continue to **Question A9**.

- A9.** Of the employees covered by a collective agreement, as reported in **Question A8**, how many were in the following categories?
Please include only employees receiving a T4 statement from this location.

	Full-time		Part-time		Total	
Managers	1109011	<input type="text"/>	1109012	<input type="text"/>	1109013	<input type="text"/>
Professionals	1109021	<input type="text"/>	1109022	<input type="text"/>	1109023	<input type="text"/>
Technical/Trades	1109031	<input type="text"/>	1109032	<input type="text"/>	1109033	<input type="text"/>
Sales/Marketing	1109041	<input type="text"/>	1109042	<input type="text"/>	1109043	<input type="text"/>
Administrative/Clerical	1109051	<input type="text"/>	1109052	<input type="text"/>	1109053	<input type="text"/>
Production or Service Workers with no Trade/Certification	1109061	<input type="text"/>	1109062	<input type="text"/>	1109063	<input type="text"/>
Other	1109071	<input type="text"/>	1109072	<input type="text"/>	1109073	<input type="text"/>

Temporary and Contractual Help

- A10.** In **December 2010**, did you have workers **who did not receive a T4 statement** from this location, such as employees from a temporary help agency or independent contractors?

1110011 1 Yes
3 No > **Go to Question A12**

A11. Of the workers **who did not receive a T4 statement** from this location, how many were in the following categories in **December 2010**?

Workers receiving a T4 statement from a temporary help agency.

1111011

Independent contractors

1111021

Volunteers

1111031

Other workers not receiving a T4 statement from this location

1111041

Independent Contractor: A person providing products or services under contract at your location but for whom the completion of a Canada Revenue Agency T4 statement is not required. This person may be an employee of another business or home worker (computer consultant, piecework seamstress, etc.).

A12. Of the total number of employees in December 2010, as reported in **Question A2**, how many were temporary foreign workers?

A temporary foreign worker is a foreign national working legally in Canada on a temporary work permit. If you do not have any temporary foreign workers, please report zero.

1112011 Number of temporary foreign workers

Seasonal Fluctuations

A13. In **2010**, did the number of employees at this location fluctuate due to the seasonal nature of its activities?

Please exclude hires to replace employees on vacation or other leave.

1113011 1 Yes

3 No > **Go to Question B1**

A14. If applicable, during which month(s) did the peak in employment occur?

Please check all that apply.

1114001 January

1114004 April

1114007 July

1114010 October

1114002 February

1114005 May

1114008 August

1114011 November

1114003 March

1114006 June

1114009 September

1114012 December

A15. What was the maximum number of employees at this location in **2010**?

1115011 Number of employees

SECTION B: JOB VACANCIES AND LABOUR TURNOVER**Job Vacancies**

B1. Please complete the table below.

	Include	Exclude
<p>Vacant positions on December 31, 2010</p> <p>1201011 <input type="text"/></p>	<p>A job is vacant if it meets all three conditions:</p> <ul style="list-style-type: none"> • A specific position exists • Work could start within 30 days • You are actively seeking workers from outside this location to fill the position <p>The position can be full-time or part-time, temporary, permanent, seasonal or on call, etc.</p>	<ul style="list-style-type: none"> • Positions to be filled by promotion/demotion, internal transfers or recall from layoffs • Positions with start dates more than 30 days in the future • Positions for which employees have been hired but the employees have not yet reported for work • Positions to be filled by employees of temporary help agencies, independent contractors or consultants
<p>Hires</p> <p>1201021 <input type="text"/></p>	<p>A hire is any addition to your payroll from January 1 to December 31, 2010 and includes:</p> <ul style="list-style-type: none"> • New hire or a previously separated hire • Permanent, short-term and seasonal employees • Recall from layoff • Full-time and part-time employees • On-call or intermittent employees who returned to work after having been formally separated • Workers who were hired and separated during the year • Transfers from other locations 	<ul style="list-style-type: none"> • Transfers or promotions within this location • Employees returning from a strike • Independent contractors or consultants • Employees of temporary help agencies
<p>Quits</p> <p>1201031 <input type="text"/></p>	<p>Voluntary separations from January 1 to December 31, 2010</p>	<ul style="list-style-type: none"> • Retirements • Transfers to other locations

Question B1 continues on the next page >

(Question B1 – Continued)

	Include	Exclude
Layoffs and dismissals 1201041 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Involuntary separations from January 1 to December 31, 2010 include:	
	<ul style="list-style-type: none"> • Layoffs with no intent to rehire (permanent) • Layoffs (employees expect to be recalled) • Dismissals/firings or other discharges for cause • Discharges resulting from mergers, downsizing or closings • Terminations of permanent, short-term, or seasonal employees 	
Retirements 1201051 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Retirements from January 1 to December 31, 2010	
Other separations 1201061 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Other separations from January 1 to December 31, 2010 and includes:	
	<ul style="list-style-type: none"> • Transfers to other locations • Employee disability (long term) • Deaths 	
Total separations 1201071 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Add number of quits, layoffs, dismissals, retirements and other separations reported above.	

Hires

B2. Of the total number of hires, at this location in 2010, as reported in **Question B1**, how many were hired in the following categories?

	Permanent employees	Non-permanent employees
Full-time	1202011 <input type="text"/>	1202012 <input type="text"/>
Part-time	1202021 <input type="text"/>	1202022 <input type="text"/>
All hires	1202031 <input type="text"/>	1202032 <input type="text"/>

Permanent employee: An employee who has no set termination date (include tenured teachers).

Non-permanent employee: An employee who has a set termination date or an agreement covering the period of employment (temporary, seasonal or casual).

B3. Please provide the job titles as well as a description of the most important activities or duties for the four most recently hired employees in **2010**.

Job Title #1	Description #1
(daycare provider, factory worker, forestry technician)	(caring for children, stamp press machine operator, forest examiner)
1203011 <input type="text"/>	1203012 <input type="text"/>
Job Title #2	Description #2
1203021 <input type="text"/>	1203022 <input type="text"/>
Job Title #3	Description #3
1203031 <input type="text"/>	1203032 <input type="text"/>
Job Title #4	Description #4
1203041 <input type="text"/>	1203042 <input type="text"/>

Separations

- B4.** Of the total number of separations at this location in **2010**, as reported in **Question B1**, how many were in the following categories?

	Permanent employees	Non-permanent employees
Full-time	1204011 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	1204012 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Part-time	1204021 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	1204022 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
All separations	1204031 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	1204032 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

- B5.** Please provide the job titles as well as a description of the most important activities or duties for the four most recent separations, which are positions where an employee left your location in **2010** due to a quit, dismissal, layoff (permanent or temporary), retirement, death, or leave (disability, parental, etc).

Job Title #1	Description #1
(daycare provider, factory worker, forestry technician)	(caring for children, stamp press machine operator, forest examiner)
1205011 <input type="text"/>	1205011 <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Job Title #2	Description #2
1205021 <input type="text"/>	1205022 <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Job Title #3	Description #3
1205031 <input type="text"/>	1205032 <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Job Title #4	Description #4
1205041 <input type="text"/>	1205042 <input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

SECTION C: HOURS OF WORK

C1. In a usual work week in 2010, how many male and female employees were in the following categories?

Please exclude overtime hours.

If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Please include only employees receiving a T4 statement from this location.

	Male	Female	Total
No hours worked (employees on leave or layoff)	1301011 <input type="text"/>	1301012 <input type="text"/>	1301013 <input type="text"/>
Less than 15 hours worked	1301021 <input type="text"/>	1301022 <input type="text"/>	1301023 <input type="text"/>
15 to 29 hours worked	1301031 <input type="text"/>	1301032 <input type="text"/>	1301033 <input type="text"/>
30 to 34 hours worked	1301041 <input type="text"/>	1301042 <input type="text"/>	1301043 <input type="text"/>
35 to 40 hours worked	1301051 <input type="text"/>	1301052 <input type="text"/>	1301053 <input type="text"/>
Over 40 hours worked	1301061 <input type="text"/>	1301062 <input type="text"/>	1301063 <input type="text"/>
All employees	1301071 <input type="text"/>	1301072 <input type="text"/>	1301073 <input type="text"/>

If you did not have any full-time employees in **December 2010** > **Go to Question C5**

C2. In a usual work week in 2010, how many hours did full-time employees in the following categories work?

	Regular hours	Total hours (including overtime)
Managers	1302011 <input type="text"/>	1302012 <input type="text"/>
Professionals	1302021 <input type="text"/>	1302022 <input type="text"/>
Technical/Trades	1302031 <input type="text"/>	1302032 <input type="text"/>
Sales/Marketing	1302041 <input type="text"/>	1302042 <input type="text"/>
Administrative/Clerical	1302051 <input type="text"/>	1302052 <input type="text"/>
Production or Service Workers with no Trade/Certification	1302061 <input type="text"/>	1302062 <input type="text"/>
Other	1302071 <input type="text"/>	1302072 <input type="text"/>

C3. In a usual work week in 2010, how often did full-time employees in the following categories work overtime hours?

		Never	Rarely	Sometimes	Often	Always
		1	2	3	4	5
Managers	1303011	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionals	1303021	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical/Trades	1303031	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales/Marketing	1303041	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative/Clerical	1303051	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production and Service Workers with no Trade/Certification	1303061	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	1303071	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C4. For full-time employees in the following categories in 2010, what was the most common method of compensation for overtime hours?

		Hourly overtime premiums	Regular pay rate	Compensatory time off	Not compensated	Not applicable (no overtime)
		1	2	3	4	5
Managers	1304011	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionals	1304021	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical/Trades	1304031	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales/Marketing	1304041	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative/Clerical	1304051	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production and Service Workers with no Trade/Certification	1304061	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	1304071	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C5. In 2010 how many work days were lost at this location for the following reasons?

Please exclude paid vacation leave, maternity/parental leave, employees away on secondment or courses.

If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Please include only employees receiving a T4 statement from this location.

	Male	Female	Total
Paid personal sickness or disability leave	1305011 <input type="text"/>	1305012 <input type="text"/>	1305013 <input type="text"/>
Paid family related leave	1305021 <input type="text"/>	1305022 <input type="text"/>	1305023 <input type="text"/>
Unpaid leave	1305031 <input type="text"/>	1305032 <input type="text"/>	1305033 <input type="text"/>
Labour dispute (strike or lockout)	1305041 <input type="text"/>	1305042 <input type="text"/>	1305043 <input type="text"/>

C6. Which level of government oversees the prevention and inspection of accidents and injuries of the employees in your workplace?

- 1306011
- 1 The federal government
- 2 The provincial government
- 3 Don't know

SECTION D: LABOUR COMPENSATION

The following questions relate to items on your financial statements.

D1. What was the gross payroll for all employees at this location in **2010**?

Gross payroll is the total remuneration paid to employees before deductions. The amount should be equivalent to the sum of the taxable employment income reported in box 14 of the T4 statement and on the Canada Revenue Agency "Remittance Form for Current Source Deductions."

Financial amounts should be rounded to the nearest dollar.

1401011 \$, , , . **00**

D2. What was the number of permanent (full-time and part-time) employees in the following annual earnings categories? If you are unable to provide an actual gender breakdown, your best estimate is acceptable.

Basic annual rate categories	Male	Female	Total
\$20,000 and below	1402011 <input type="text"/>	1402012 <input type="text"/>	1402013 <input type="text"/>
\$20,001 - \$40,000	1402021 <input type="text"/>	1402022 <input type="text"/>	1402023 <input type="text"/>
\$40,001 - \$60,000	1402031 <input type="text"/>	1402032 <input type="text"/>	1402033 <input type="text"/>
\$60,001 - \$80,000	1402041 <input type="text"/>	1402042 <input type="text"/>	1402043 <input type="text"/>
\$80,001 - \$100,000	1402051 <input type="text"/>	1402052 <input type="text"/>	1402053 <input type="text"/>
\$100,001 - \$120,000	1402061 <input type="text"/>	1402062 <input type="text"/>	1402063 <input type="text"/>
\$120,001 and above	1402071 <input type="text"/>	1402072 <input type="text"/>	1402073 <input type="text"/>

D3. For employees in the following categories, what was the minimum and the maximum annual salary?

	Minimum	Maximum
Managers	1403011 <input type="text"/>	1403012 <input type="text"/>
Professionals	1403021 <input type="text"/>	1403022 <input type="text"/>
Technical/Trades	1403031 <input type="text"/>	1403032 <input type="text"/>
Sales/Marketing	1403041 <input type="text"/>	1403042 <input type="text"/>
Administrative/Clerical	1403051 <input type="text"/>	1403052 <input type="text"/>
Production or Service Workers with no Trade/Certification	1403061 <input type="text"/>	1403062 <input type="text"/>
Other	1403071 <input type="text"/>	1403072 <input type="text"/>
Overall	1403081 <input type="text"/>	1403082 <input type="text"/>

D4. Of the total number of employees in **December 2010**, as reported in **Question A2**, how many employees were earning the **legal** minimum wage?

If not applicable for your company, please report zero.

1404011

Number of employees earning legal minimum wage.

For information on minimum wage rates, please consult the Human Resources and Skills Development Canada web page at www.hrsdc.gc.ca/en/lp/spila/minwage.shtml.

D5. What was the total expenditure on non-wage benefits at this location in **2010**?

Non-wage benefits include but are not limited to health related benefits (dental care, life insurance), pay related benefits (severance, supplements to E.I.) or pension related benefits (pension plans, group RRSPs).

Include	Exclude
<ul style="list-style-type: none"> • employer's contributions to pension plans and group RRSPs • employer's contributions to non-wage benefits • severance pay • compensation in kind other than stock plans • non-taxable allowances and benefits • recreational facilities provided by the employer • moving expenses paid by the employer • employee counselling services 	<ul style="list-style-type: none"> • contribution to CPP/QPP • contribution to Employment Insurance • provincial health taxes • worker's compensation • regular wages and salaries, commissions, overtime pay • stock plans (purchase or ownership plans or stock options) • paid leave • piecework payments and special payments

Financial amounts should be rounded to the nearest dollar.

1405011

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D6. What was the total training expenditure at this location, in **2010**?

Include	Exclude
<ul style="list-style-type: none"> • trainers' salaries • contracts to vendors • tuition paid to schools or training institutions • training materials • travel or living costs for trainees and trainers • overhead or office costs for training 	<ul style="list-style-type: none"> • salary of the employees that were on training

Financial amounts should be rounded to the nearest dollar.

1406011

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Reminder: Please report for this location only.

SECTION E: NON-WAGE BENEFITS

The questions in this section concern non-wage benefits provided by firms to employees.

Non-wage benefits include but are not limited to health related benefits (dental care, life insurance), pay related benefits (severance, supplements to E.I.) or pension related benefits (pension plans, group RRSPs).

E1. Which of the following pension benefits were available to employees at this location in 2010?

Please check all that apply.

	Permanent employees		Available to non-permanent employees	Not available to any employee
	Available to full-time employees	Available to part-time employees		
Defined benefit pension plan	3101011 <input type="radio"/>	3101012 <input type="radio"/>	3101013 <input type="radio"/>	3101014 <input type="radio"/>
Defined contribution pension plan	3101021 <input type="radio"/>	3101022 <input type="radio"/>	3101023 <input type="radio"/>	3101024 <input type="radio"/>
Group RRSP	3101031 <input type="radio"/>	3101032 <input type="radio"/>	3101033 <input type="radio"/>	3101034 <input type="radio"/>

If no pension benefits were available to employees in 2010, > **Go to Question E4.**

Full-time employee: An employee working 30 or more hours per week.

Part-time employee: An employee working less than 30 hours per week.

Permanent employee: An employee who has no set termination date (include tenured teachers).

Non-permanent employee: An employee who has a set termination date or an agreement covering the period of employment (temporary, seasonal or casual).

A **defined-benefit** pension plan is a Registered Pension Plan (RPP) under which the pension that employees will receive at retirement is determined by a formula, usually based on earnings and years of service (2% of earnings for each year of service).

A **defined-contribution** pension plan is an RPP under which the pension that employees will receive at retirement depends on the amount of contributions accumulated with investment income (contrary to defined benefit plans, it is the annual **contribution that is defined, not the benefit** received by employees).

A **group Registered Retirement Savings Plan (RRSP)** is an employer-sponsored retirement savings plan, similar to an individual RRSP, but administered on a group basis by the employer. Employee contributions are often matched by the employer.

E2. In 2010, at this location, what type of pension plan covered the largest number of employees?

Please check one item only.

- 3102011
- 1 A defined-benefit registered pension plan
 - 2 A defined-contribution registered pension plan
 - 3 A group registered retirement savings plan (RRSP)
 - 4 A defined-benefit registered pension plan combined with a group RRSP
 - 5 A defined-contribution registered pension plan combined with a group RRSP

E3. How many employees at this location were covered by the pension plan identified in **Question E2**?

3103011

Number of employees covered

E4. Which of the following benefits were available to employees at this location in **2010**?

Please check all that apply.

	Permanent employees		Available to non-permanent employees	Not available to any employee
	Available to full-time employees	Available to part-time employees		
Stock purchase or other savings plan	3104011 <input type="radio"/>	3104012 <input type="radio"/>	3104013 <input type="radio"/>	3104014 <input type="radio"/>
Disability insurance	3104021 <input type="radio"/>	3104022 <input type="radio"/>	3104023 <input type="radio"/>	3104024 <input type="radio"/>
Supplemental medical insurance	3104031 <input type="radio"/>	3104032 <input type="radio"/>	3104033 <input type="radio"/>	3104034 <input type="radio"/>
Dental care	3104041 <input type="radio"/>	3104042 <input type="radio"/>	3104043 <input type="radio"/>	3104044 <input type="radio"/>
Life insurance	3104051 <input type="radio"/>	3104052 <input type="radio"/>	3104053 <input type="radio"/>	3104054 <input type="radio"/>
Severance pay	3104061 <input type="radio"/>	3104062 <input type="radio"/>	3104063 <input type="radio"/>	3104064 <input type="radio"/>
Supplements to Employment Insurance benefits (parental, layoff)	3104071 <input type="radio"/>	3104072 <input type="radio"/>	3104073 <input type="radio"/>	3104074 <input type="radio"/>
Other > Please specify:				
3104080 <input type="text"/>	3104081 <input type="radio"/>	3104082 <input type="radio"/>	3104083 <input type="radio"/>	3104084 <input type="radio"/>

E5. In **2010**, how many days of paid annual vacation leave were employees in the following categories entitled to?

Please report for permanent employees working 30 or more hours per week at this location. Report the **average** number of days for each of the following categories.

Employees with 1 year of continuous service 3105011 Days

Employees with 2 years of continuous service 3105021 Days

Employees with 5 years of continuous service 3105031 Days

Employees with 10 years of continuous service 3105041 Days

Employees with 20 years of continuous service 3105051 Days

E6. In 2010, how many days or weeks of the following types of paid leave would an employee be entitled to after completing 1 year of continuous service?

Please report for permanent employees working 30 or more hours per week only, at this location. Report the **average** number of days or weeks for each of the following categories.

For any type of leave that is not offered, or is given on a case-by-case basis, please report zero.

Annual paid sick leave	3106011	<input type="text"/>	<input type="text"/>	Days
Annual paid family-related and/or personal leave	3106021	<input type="text"/>	<input type="text"/>	Days
Paid bereavement leave	3106031	<input type="text"/>	<input type="text"/>	Days
Other paid leave > Please specify:	3106040	<input type="text"/>	3106041	Days
Paid supplementary maternity/parental/adoption leave (top up to Employment Insurance)	3106051	<input type="text"/>	<input type="text"/>	Weeks
Paid long-term care giving leave	3106061	<input type="text"/>	<input type="text"/>	Weeks
Paid education leave	3106071	<input type="text"/>	<input type="text"/>	Weeks

SECTION F:

EMPLOYEE INCENTIVES AND ASSISTANCE PROGRAMS

F1. In 2010, were any of the following incentives offered to employees at this location?

Please check all that apply.

- 3201011 **Individual incentives:** incentives that reward individuals on the basis of individual output or performance, such as bonuses, commissions and piece-rates.
- 3201021 **Merit pay and skill-based pay:** reward or honour given for superior performance, greater abilities or expertise that comes from training, practice, etc.
- 3201031 **Group incentives:** incentives that reward individuals on the basis of group output or performance, such as productivity or quality gain sharing.
- 3201041 **Profit-sharing plans:** plans by which employees receive a share of the profits from this location.
- 3201051 **Employee stock plans:** employee stock purchase plans, ownership plans or stock options.

If none of the above-mentioned incentives were offered, > **Go to Question F3.**

F2. For employees in the following categories, which types of incentives were offered in **2010**?

Please check all that apply.

		Individual incentives	Merit pay and skill based pay	Group incentives	Profit-sharing plans	Employee stock plans
		1	2	3	4	5
Managers	3202011	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionals	3202021	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical/Trades	3202031	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales/Marketing	3202041	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative/Clerical	3202051	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Production or Service Workers with no Trade/Certification	3202061	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	3202071	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F3. In **2010**, were employees at this location offered the opportunity to work at home?

An employee who works at home carries out all or part of his/her duties at home or in another location of his/her choice, other than the workplace of the employer.

- 3203011 1 Yes
 3 No > **Go to Question F5**

F4. What was the proportion of employees who worked at home or in another location in **2010**?

- 3204011 1 Less than 10%
 2 10% to 24%
 3 25% to 49%
 4 50% to 74%
 5 75% or more

F5. In **2010**, were employees at this location offered the opportunity to work a compressed work week?

An employee working a compressed work week works longer hours each day to accumulate time-off.

- 3205011 1 Yes
 3 No > **Go to Question F7**

F6. What was the proportion of employees who worked a compressed work week in 2010?

- 3206011 1 Less than 10%
- 2 10% to 24%
- 3 25% to 49%
- 4 50% to 74%
- 5 75% or more

F7. In 2010, were employees at this location offered the opportunity to work flexible hours?

An employee working flexible hours works a certain number of core hours, but he/she can vary the start and stop times as long as he/she works the equivalent of a full work week.

- 3207011 1 Yes
- 3 No > **Go to Question F9**

F8. What was the proportion of employees who worked flexible hours in 2010:

- 3208011 1 Less than 10%
- 2 10% to 24%
- 3 25% to 49%
- 4 50% to 74%
- 5 75% or more

F9. In 2010, were employees at this location offered any of the following services?

Please check all that apply.

- 3209011 Childcare assistance (an on-site centre, assistance with external caregivers, etc.)
- 3209021 Employee assistance programs (counselling, financial assistance, etc.)
- 3209031 Elder care
- 3209041 Fitness and recreation services (on-site or off-site)
- 3209051 Wellness programs or services (health, nutrition, stress management, etc.)

SECTION G: SKILLS GAPS, HIRING PRACTICES & TRAINING ACTIVITIES

Skills Gap: A lack of skills, work experience or qualifications among workers already employed in a job.

Skills Shortages: Skill shortages exist when employers are unable to fill or have considerable difficulty in filling vacancies for an occupation.

G1. In 2010, were any of the employees at this location under-performing because they lacked the following skills?

Please check all that apply.

- 3301011 Reading skills
- 3301021 Writing skills
- 3301031 Oral communication skills
- 3301041 Interpersonal skills/working with others
- 3301051 Document use skills (reading manuals, forms, maps, lists, schedules)
- 3301061 Numeracy skills (basic math and arithmetic)
- 3301071 Thinking/analytical skills
- 3301081 Basic computer skills (creating and saving documents)
- 3301091 Managerial/supervisory skills (coaching, leadership)
- 3301101 Technical, practical or job-specific skills
- 3301111 Sales/marketing skills
- 3301121 Other > **Please specify:**

If there were no skills gaps identified, > **Go to Question G7.**

G2. For the skills gap(s) listed in **Question G1**, what were the causes?

Please check all that apply.

- 3302011 Lack of relevant experience
- 3302021 Technological/organizational change
- 3302031 Lack of proficiency in English or French
- 3302041 Lack of training or education
- 3302051 Lack of resources to train and develop staff (time or money)
- 3302061 Recent recruits/not enough on-the-job experience
- 3302071 Inability to adapt foreign experience
- 3302081 Lack of motivation
- 3302091 Do not know
- 3302101 Other > **Please specify:**

G3. For the skills gap(s) identified in **Question G1**, what were the impacts?

Please check all that apply.

- 3303011 Loss of business to competitors
- 3303021 Delay in developing new products or services
- 3303031 Difficulties meeting quality standards
- 3303041 Increased operating costs
- 3303051 Difficulties introducing new work practices
- 3303061 Increased workload for other staff
- 3303071 Outsourcing of work
- 3303081 Decreased productivity
- 3303091 Increased accident rate
- 3303101 Increased interpersonal conflicts
- 3303111 Other **> Please specify:**

G4. Which of the following actions were taken, in **2010**, to deal with these skills gaps?

	Check all the actions that were taken to address skills gaps	Which one was the most successful?
Increase in formal training or courses	3304011 <input type="radio"/>	3304012 <input type="radio"/>
Increase in informal or on-the-job training	3304021 <input type="radio"/>	3304022 <input type="radio"/>
Mentoring	3304031 <input type="radio"/>	3304032 <input type="radio"/>
Increase in supervision	3304041 <input type="radio"/>	3304042 <input type="radio"/>
Increase in job rotation	3304051 <input type="radio"/>	3304052 <input type="radio"/>
Dismissal of employees	3304061 <input type="radio"/>	3304062 <input type="radio"/>
Increase in the hiring of skilled employees	3304071 <input type="radio"/>	3304072 <input type="radio"/>
Increase in contracting out	3304081 <input type="radio"/>	3304082 <input type="radio"/>

G5. Which of the following actions were taken to reduce the skills gaps of **new** employees hired at this location in **2010**?

	Check all the actions that were taken to address skills gaps	Which one was the most successful?
Increase in formal training or courses	3305011 <input type="radio"/>	3305012 <input type="radio"/>
Increase in informal or on-the-job training	3305021 <input type="radio"/>	3305022 <input type="radio"/>
Mentoring	3305031 <input type="radio"/>	3305032 <input type="radio"/>
Increase in supervision	3305041 <input type="radio"/>	3305042 <input type="radio"/>
Increase in job rotation	3305051 <input type="radio"/>	3305052 <input type="radio"/>

- G6.** In **2010**, how many employees at this location required skills upgrading or training, excluding orientation, to be able to perform satisfactorily?

New employees (hired in **2010**): 3306011 Number

Other employees (hired prior to **2010**): 3306021 Number

If there were no employees hired in 2010, > **Go to Question G11.**

Hiring Practices

- G7.** In **2010**, what were the skills and qualifications looked for in new employees and which were difficult to find when hiring at this location?

	Skills looked for in new employees	Skills that were difficult to find
1. Reading skills	3307011 <input type="radio"/>	3307012 <input type="radio"/>
2. Writing skills	3307021 <input type="radio"/>	3307022 <input type="radio"/>
3. Oral communication skills	3307031 <input type="radio"/>	3307032 <input type="radio"/>
4. Interpersonal skills/working with others	3307041 <input type="radio"/>	3307042 <input type="radio"/>
5. Document use skills (reading manuals, forms, maps, lists, schedules)	3307051 <input type="radio"/>	3307052 <input type="radio"/>
6. Numeracy skills (basic math and arithmetic)	3307061 <input type="radio"/>	3307062 <input type="radio"/>
7. Thinking or analytical skills	3307071 <input type="radio"/>	3307072 <input type="radio"/>
8. Basic computer skills (creating and saving documents)	3307081 <input type="radio"/>	3307082 <input type="radio"/>
9. Managerial/supervisory skills (coaching, leadership)	3307091 <input type="radio"/>	3307092 <input type="radio"/>
10. Technical, practical or job-specific skills	3307101 <input type="radio"/>	3307102 <input type="radio"/>
11. Sales/marketing skills	3307111 <input type="radio"/>	3307112 <input type="radio"/>
Education		
12. High school diploma	3307121 <input type="radio"/>	3307122 <input type="radio"/>
13. Some postsecondary education	3307131 <input type="radio"/>	3307132 <input type="radio"/>
14. Trade certificate	3307141 <input type="radio"/>	3307142 <input type="radio"/>
15. College diploma	3307151 <input type="radio"/>	3307152 <input type="radio"/>
16. Undergraduate degree	3307161 <input type="radio"/>	3307162 <input type="radio"/>
17. Professional accreditation (CA/CMA/CGA, LLB, MA, MD, PEng, Ph.D, etc.) or Graduate Degree	3307171 <input type="radio"/>	3307172 <input type="radio"/>
18. Work experience	3307181 <input type="radio"/>	3307182 <input type="radio"/>
19. Work attitude or work ethic	3307191 <input type="radio"/>	3307192 <input type="radio"/>
20. Other > Please specify:		
3307200 <input type="text"/>	3307201 <input type="radio"/>	3307202 <input type="radio"/>

- G8.** Which one of the skills or qualifications identified in **Question G7** above was the most important and which was the most difficult to find when hiring in **2010**?

Please indicate the number from **Question G7** associated with the skill or qualification identified above.

Most important 3308011

Most difficult to find 3308021

- G9.** For employees hired in **2010**, please identify **the most common** hiring method for each of the following categories of employees below.

Please check only one hiring method for each category of employees.

		Managers	Professionals	Technical/ Trades	Sales/ Marketing	Administrative/ Clerical	Production/ Service workers	Other
		3309011	3309012	3309013	3309014	3309015	3309016	3309017
Head hunters or personnel agency	01	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate internet site	02	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet job postings sites	03	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newspaper ads	04	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User groups, trade or professional association publications/sites	05	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Government employment centers	06	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site recruitment at schools, colleges and universities	07	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Word of mouth / personal contact / referrals / informal networks	08	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job signs / posters	09	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unsolicited resumes	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job fairs	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G10. Were employees hired in **2010** at this location required to:

Please check all that apply.

- 3310011 Attend a personal interview
- 3310021 Supply references
- 3310031 Take skills tests (including specific skills, job specific knowledge and general knowledge)
- 3310041 Take aptitude or personality tests
- 3310051 Pass a security check
- 3310061 Undergo a medical examination
- 3310071 Other > **Please specify:** ³³¹⁰⁰⁷⁰

Training Activities

Unstructured or informal training: Unstructured or informal training includes situations in which employees learn by observing others doing the job or are shown how to do a job in a one-on-one situation. Examples of informal or unstructured training may include showing or explaining how to perform a task on-the-job as the need arises, acquiring knowledge/skills relevant to a job through reading manuals, training notes, discussion, mentoring or coaching

Structured or formal training: Structured or formal training activities (on-site or off-site) include all types of training activities that have a pre-defined objective. Examples include seminars, lectures, workshops, audio-visual presentations and structured on-the-job training.

G11. Were any of the following types of training provided to employees at this location in **2010**?

- 3311011 1 Unstructured or informal training only
- 2 Structured or formal training only
- 3 Both
- 4 No training was provided > **Go to Question G24**

G12. What were the reasons for providing training?

Please check all that apply.

- 3312011 01. To provide skills specific to the workplace
- 3312021 02. To upgrade employee skills in response to changes in technology or production methods
- 3312031 03. To improve employee efficiency
- 3312041 04. To meet health and safety requirements or regulations
- 3312051 05. To fulfill requirements of other laws or regulations
- 3312061 06. To comply with collective bargaining requirements
- 3312071 07. To help retain employees
- 3312081 08. Other reasons

G13. Which one of the reasons identified in **Question G12** was the most important reason for providing training to the employees of this location in **2010**.3313011

G14. In 2010, in which of the following areas was training provided?

Please check all that apply.

	Unstructured/ informal training	Structured/formal training
1. Orientation for new employees	3314011 <input type="radio"/>	3314012 <input type="radio"/>
2. Reading skills	3314021 <input type="radio"/>	3314022 <input type="radio"/>
3. Document use skills (reading manuals, forms, maps, lists, schedules)	3314031 <input type="radio"/>	3314032 <input type="radio"/>
4. Numeracy skills (basic math and arithmetic)	3314041 <input type="radio"/>	3314042 <input type="radio"/>
5. Writing skills	3314051 <input type="radio"/>	3314052 <input type="radio"/>
6. Oral communication skills	3314061 <input type="radio"/>	3314062 <input type="radio"/>
7. Thinking/analytical skills	3314071 <input type="radio"/>	3314072 <input type="radio"/>
8. Basic computer skills (creating and saving documents)	3314081 <input type="radio"/>	3314082 <input type="radio"/>
9. Job or industry specific computer hardware or software skills	3314091 <input type="radio"/>	3314092 <input type="radio"/>
10. Office machinery and equipment skills (excluding computers)	3314101 <input type="radio"/>	3314102 <input type="radio"/>
11. Non-office machinery and equipment skills	3314111 <input type="radio"/>	3314112 <input type="radio"/>
12. Managerial/supervisory training (coaching, leadership)	3314121 <input type="radio"/>	3314122 <input type="radio"/>
13. Professional training	3314131 <input type="radio"/>	3314132 <input type="radio"/>
14. Sales/marketing skills	3314141 <input type="radio"/>	3314142 <input type="radio"/>
15. Technical, practical or job-specific skills (apprenticeship training)	3314151 <input type="radio"/>	3314152 <input type="radio"/>
16. Group decision-making, problem solving, interpersonal skills, working with others	3314161 <input type="radio"/>	3314162 <input type="radio"/>
17. Occupational health and safety, environmental protection	3314171 <input type="radio"/>	3314172 <input type="radio"/>
18. Personal development (communication, stress management)	3314181 <input type="radio"/>	3314182 <input type="radio"/>
19. Other > Please specify: 3314190 <input type="text"/>	3314191 <input type="radio"/>	3314192 <input type="radio"/>

G15. Which one of the areas of training provided in 2010 identified in **Question G14** was most important?

Unstructured/informal Training	3315011	<input type="checkbox"/>	<input type="checkbox"/>
Structured/formal Training	3315012	<input type="checkbox"/>	<input type="checkbox"/>

G16. In 2010, how many employees in the following categories received **structured or formal training** and what was the average number of days of training per employee?

		Number of employees	Average number of days of training per employee
Managers	3316011	<input type="text"/>	3316012 <input type="text"/>
Professionals	3316021	<input type="text"/>	3316022 <input type="text"/>
Technical/Trades	3316031	<input type="text"/>	3316032 <input type="text"/>
Sales/Marketing	3316041	<input type="text"/>	3316042 <input type="text"/>
Administrative/Clerical	3316051	<input type="text"/>	3316052 <input type="text"/>
Production or Service Workers with no Trade/Certification	3316061	<input type="text"/>	3316062 <input type="text"/>
Other	3316071	<input type="text"/>	3316072 <input type="text"/>

G17. In 2010, how many employees in the following categories received **unstructured or informal training** and what was the average number of days of training per employee?

		Number of employees	Average number of days of training per employee
Managers	3317011	<input type="text"/>	3317012 <input type="text"/>
Professionals	3317021	<input type="text"/>	3317022 <input type="text"/>
Technical/Trades	3317031	<input type="text"/>	3317032 <input type="text"/>
Sales/Marketing	3317041	<input type="text"/>	3317042 <input type="text"/>
Administrative/Clerical	3317051	<input type="text"/>	3317052 <input type="text"/>
Production or Service Workers with no Trade/Certification	3317061	<input type="text"/>	3317062 <input type="text"/>
Other	3317071	<input type="text"/>	3317072 <input type="text"/>

G18. In 2010, did this location assist or reimburse employees for job related training taken outside of their paid working hours?

Please include direct reimbursements, help with registration, arranging travel and offering salary incentives.

3318011 1 Yes

3 No > **Go to Question G20**

G19. How many employees did this location assist or reimburse in 2010?

3319011 Number

G20. Has performance at this location improved as a result of the training provided to employees in 2010?

3320011 1 Not at all

2 Somewhat

3 Moderately

4 A great deal

5 Don't know

G21. Did this location provide as much training as they would have liked in 2010?

3321011 1 Yes > **Go to Question G24**

3 No

5 Don't know > **Go to Question G24**

G22. Which of the following factors prevented this location from providing the amount of training they would have liked in 2010?

Please check all that apply.

3322011 1. Lack of funds for training/cost of training

3322021 2. Time/operational constraints

3322031 3. Employees did not want training

3322041 4. A lack of internal, external training providers

3322051 5. Lack of knowledge about training opportunities and/or suitable courses

3322061 6. Other > **Please specify:**

G23. Which one of the factors identified in **Question G22** was the most important factor that prevented this location from providing the amount of training they would have liked in 2010?

> 3323011

G24. Will training be provided to employees at this location in 2011?

3324011 1 Yes

3 No > **Go to Question G26**

G25. For which reasons would employees at this location need training in **2011**? Please check all that apply.

- 3325011 Reading skills
- 3325021 Document use skills (reading manuals, forms, maps, lists, schedules)
- 3325031 Numeracy skills (math and arithmetic)
- 3325041 Writing skills
- 3325051 Oral communication skills
- 3325061 Managerial/supervisory skills (coaching, leadership)
- 3325071 Interpersonal skills
- 3325081 Basic computer skills (creating and saving documents)
- 3325091 Job or industry specific computer skills
- 3325101 Thinking/analytical skills
- 3325111 Technical, practical or job specific skills
- 3325121 Improve employee work efficiency/productivity
- 3325131 Upgrading skills due to changes in technology and/or production methods
- 3325141 Health and safety requirements
- 3325151 Other laws or regulations
- 3325161 Other

G26. Would this location be willing to hire a new employee in **2011** with a skills gap and train him or her later?

- 3326011 1 Yes 2 No, do not expect to hire in **2011** 3 No > **Go to Question H1**

G27. In **2011**, for which reasons would this location be willing to provide training to **new** employees? Please check all that apply.

- 3327011 Reading skills
- 3327021 Document use skills (reading manuals, forms, maps, lists, schedules)
- 3327031 Numeracy skills (math and arithmetic)
- 3327041 Writing skills
- 3327051 Oral communication skills
- 3327061 Managerial/supervisory skills (coaching, leadership)
- 3327071 Group decision making, problem solving, interpersonal skills
- 3327081 Basic computer skills (creating and saving documents)
- 3327091 Job or industry specific computer hardware or software skills
- 3327101 Thinking/analytical skills
- 3327111 Technical, practical or job specific skills
- 3327121 Office machinery and equipment use skills(excluding computers)
- 3327131 Non-office machinery and equipment use skills
- 3327141 Occupational health and safety, environmental protection
- 3327151 Professional certification/accreditation
- 3327161 Sales/marketing skills
- 3327171 Office administration skills
- 3327181 Personal development (communication, stress management)
- 3327191 Other skills > **Please specify:** 3327190

SECTION H: OCCUPATIONAL HEALTH AND SAFETY

H1. In 2010, were there any health and safety incidents or accidents at this location?

3401011 1 Yes 3 No > **Go to Question I1**

H2. In 2010, for those health and safety incidents or accidents how many resulted in the following:

A minor injury (no time was lost or missed from work) 3402011 Number

A serious injury (time was lost from work) 3402021 Number

A fatality for an employee 3402031 Number

SECTION I: EMPLOYMENT EQUITY POLICY

Employment equity is a comprehensive program designed to overcome employment disadvantage experienced by women, visible minorities, persons with disabilities and Aboriginal Peoples. Employment equity seeks to remove employment barriers by the implementation of special measures.

I1. In 2010, did you have a formal written policy on employment equity?

3501011 1 Yes 3 No > **Go to Question J1**

I2. Did this policy explicitly mention equality of treatment or discrimination on any of the following grounds?

Please check all that apply.

3502011 Gender

3502071 Sexual orientation

3502021 Visible minority

3502081 Union membership

3502031 First Nation, Inuit or Metis

3502091 Other > **Please specify:**

3502041 Marital status

3502090

3502051 Disability

3502061 Age

I3. In 2010, were any of the following practices used?

Please check all that apply.

	Based on gender	Based on ethnic background	Based on disability	Based on age	Based on some other characteristic
Monitor recruitment and selection	3503011 <input type="radio"/>	3503012 <input type="radio"/>	3503013 <input type="radio"/>	3503014 <input type="radio"/>	3503015 <input type="radio"/>
Monitor promotions	3503021 <input type="radio"/>	3503022 <input type="radio"/>	3503023 <input type="radio"/>	3503024 <input type="radio"/>	3503025 <input type="radio"/>
Review pay rates	3503031 <input type="radio"/>	3503032 <input type="radio"/>	3503033 <input type="radio"/>	3503034 <input type="radio"/>	3503035 <input type="radio"/>

SECTION J: RETIREMENT

J1. In 2010, did this location have any of the following programs or practices?

Please check all that apply.

- 3601011 Encourage early retirement
- 3601021 Enable workers to make a gradual transition into retirement
(shorter hours, shorter work weeks)
- 3601031 Encourage workers eligible for retirement to remain on staff longer
(job re-assignments, financial incentives, special projects, special work arrangements)
- 3601041 Plan for leave due to retirement in the future
- 3601051 Plan for the replacement of retiring employees
- 3601061 Other **> Please specify:** ³⁶⁰¹⁰⁶⁰

J2. In 2010, did you re-hire employees that had previously retired from this location?

Please include short-term positions.

- 3602011 1 Yes, as paid employees
- 2 Yes, as independent contractors or consultants
- 3 No

J3. Approximately how many employees at this location will retire in the **next three years**?

3603011 Expected number of retirees

SECTION K

K1. How much time was spent completing this questionnaire?

9910 Hours ⁹⁹⁰⁰ Minutes

K2. Does this business have more than one location?

- 2302011 1 Yes
- 3 No **> Go to the end of the questionnaire**

K3. In completing this questionnaire, did you combine information with any other location?

- 2303011 1 Yes
- 3 No **> Go to the end of the questionnaire**

K4. Which locations did you report for?

- 2304011 1 This location **> Go to the end of the questionnaire**
- 2 Some locations
- 3 All locations **> Go to the end of the questionnaire**

