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**World Bank's and EBRD's  
BUSINESS ENVIRONMENT AND  
ENTERPRISE PERFORMANCE  
SURVEY (BEEPS)**

**UNDERSTANDING  
THE QUESTIONNAIRE**

**May, 2012**

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Global version of this instrument also available at [www.enterprisesurveys.org](http://www.enterprisesurveys.org)

## INTRODUCTION

The Business Environment and Enterprise Performance Survey (BEEPS) collect data from key manufacturing and service sectors in every region of the world. The Surveys use a standardized survey instruments and a uniform sampling methodology to minimize measurement error and to yield data that are comparable across the world's economies. Most importantly, BEEPS is designed to provide panel data sets. Because panel data is one of the best ways to pinpoint how and which of the changes in the business environment affect firm-level productivity over time and across countries, BEEPS has made panel data a top priority.

The use of properly designed survey instruments and a uniform sampling methodology enhances the credibility of the World Bank and the European Bank of Reconstruction and Development (EBRD) analysis and the recommendations that stem from this analysis. The BEEPS team aims to achieve the following objectives:

- To provide statistically significant business environment indicators that are comparable across all of the world's economies;
- To assess the constraints to private sector growth and enterprise performance;
- To build a panel of establishment-level data that will make it possible to track changes in the business environment over time, thus allowing, for example, impact assessments of reforms and policy changes; and
- To stimulate policy dialogue on the business environment and to help shape the agenda for reform.

The purpose of this document is to provide information and guidance to the implementing contractor, researchers, field managers, field supervisors and enumerators on how to understand the questions in the surveys. Two complementary notes, the [Implementation Note](#) and the [Sampling Note](#) complete the documentation for these surveys. The [Implementation Note](#) is geared to a wider audience including field managers, field supervisors and enumerators. The [Sampling Note](#) is a technical documents of more interest to researchers and final users of the data.

### **What is in a BEEPS questionnaire**

The survey is implemented in two stages. In the first stage the *Screener questionnaire* is applied typically over the phone and the eligibility of the establishments randomly selected to participate in the survey is determined. Some additional control information is collected as well as the contact information. In the second stage one of the three versions of the questionnaire (*Core*, *Core plus Manufacturing* or *Core plus Retail*) is applied following the eligibility type determined in the first stage. To generate internationally comparable data, the questions in the *Core* questionnaire are asked in all countries and for all industries where the survey is implemented. In addition to this *Core* instrument, the *Manufacturing (Core plus Manufacturing Module)* and *Retail (Core plus Retail Module)* questions are asked to establishments in the manufacturing and retail sectors, respectively. The *Innovation Module* questionnaire is for those enterprises, who report that they have innovations or are manufacturing enterprises with at least 50 employees; the exact instructions related to this module are in the last sub-section of this Manual.

The three versions of the instrument, *Core*, *Manufacturing*, and *Retail* are comprised of seventeen sections organized by topic:

- Section A – *Control Information*: information collected in the first stage of implementation, in the screener questionnaire. Answers should be copied to the main questionnaire BEFORE the interview.
- Section B – *General information*: characteristics of the establishment.
- Section C – *Infrastructure and Services*: power, water, transport, and communication technologies.
- Section D – *Sales and Supplies*: imports, exports, supply and demand conditions.
- Section E – *Degree of Competition*: number of competitors and technology
- Section F – *Capacity*.
- Section H – *Innovation*
- Section G – *Land*: land ownership, land access issues.
- Section I – *Crime*: extent of crime and losses due to crime.
- Section K – *Finance*: sources of finance, access to credit.
- Section J – *Business-Government Relations*: quality of public services, consistency of policy, regulatory compliance costs (management time, bribes).
- Section R – *Use of consulting services*.
- Section L – *Labor* employment, training, skills.
- Section M – *Business Environment*: ranking of general obstacles.
- Section N – *Performance*: numbers and figures needed to estimate performance or productivity.
- Section S – *Expectations*.
- Section VIN – *Perceptions of obstacles*.

Section F, *Capacity*: use of production capacity, hours of operation, is a section only included in the *Manufacturing Module*.

The primary sampling unit of the study is the establishment. An establishment is a physical location where business is carried out and where industrial operations take place or services are provided. A firm may be composed of one or more establishments. For ex., a brewery may have several bottling plants and several establishments for distribution. For the purposes of this survey an establishment must *make its own financial decisions and have its own financial statements separate from those of the firm*. An establishment must also have its *one management and control over its payroll*.

#### a. How to ask questions

Tables are to be read one category at a time. For example, when asking the following question:

<b>K.14</b>	Referring only to this most recent loan or line of credit, what type of collateral was required? <b>(INTERVIEWER: READ OUT)</b>
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Collateral	Yes	No	DON'T KNOW (SPONTANEOUS)	
Land, buildings under ownership of the establishment	1	2	-9	k14a
Machinery and equipment including movables	1	2	-9	k14b
Accounts receivable and inventories	1	2	-9	k14c
Personal assets of owner (house, etc.)	1	2	-9	k14d
Other forms of collateral not included in the categories above	1	2	-9	k14e

The first question to be asked should be “Land, buildings under ownership of the establishment”, solicit a response, and then continue by asking “Machinery and equipment including movables”. The point is not to confuse the respondent by asking him or her two questions at once.

There are particularly difficult questions to implement that we point out here. For example, when asking the following question:

<b>D.3</b>	In fiscal year <b>[insert last complete fiscal year]</b> , what percentage of this establishment’s sales were: <b>(INTERVIEWER: these must be asked in the order they appear on the table)</b> <b>SHOW CARD 5</b>
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	Percent	DON'T KNOW (SPONTANEOUS)	
National sales	%	-9	d3a
Indirect exports (sold domestically to third party that exports products)	%	-9	d3b
Direct exports	%	-9	d3c
	<b>100%</b>		

**IF 100, GO TO QUESTION D.10**

**INTERVIEWER: CHECK THAT TOTAL SUMS TO 100%  
(UNLESS RESPONDENT DOES NOT KNOW)**

This question must be carefully to implemented because the responses must be given in the order of the table, from top to bottom, for the skip patterns to work. The best way to ask this question is by reading each category, from top to bottom, one by one and solicit a response from each before moving on to the next category.

**b. Instructions for Interviewers**

The questionnaires are visually coded to facilitate implementation. Instructions for interviewers appear in **BOLD AND UPPERCASE LETTERS**. The interviewer should not read these instructions out loud; they only operate as guidelines. At times, some questions require special instructions before being posed:

<b>READ ONLY IF A7=1 (yes)</b> <b>I want to proceed by asking you about this establishment only.</b>
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<b>B.5</b>	In what year did this establishment begin operations?
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	Year
Year establishment began operations	
<b>DON'T KNOW (SPONTANEOUS)</b>	-9

**b5**

**INTERVIEWER: PROVIDE FOUR DIGITS FOR YEAR**

Whatever text that appears in **BOLD AND UPPERCASE** in the questionnaire should not be read aloud; this includes responses to the question like “**DON'T KNOW**”, “**DOES NOT APPLY**”, or “**REFUSED**” when a respondent refuses to answer. Note the following example:

The text in ***BOLD, UPPERCASE AND ITALICIZED LETTERS*** indicates a skip pattern. When the interviewer sees these letters on the side of an answer given by the interviewee, he or she should proceed according to the instructions given by the skip pattern.

Text appearing in **[bold and in brackets]** indicates a portion of the questionnaire that is modified on a country-by-country or year-by-year basis. For instance, a number of the questions include the text “In fiscal year **[insert last complete fiscal year]**...” and should be read as, say, “In fiscal year **2011**”. These changes are made directly to the text prior to fieldwork.

Finally, text that appears between parentheses is intended as a guideline for the interviewer. For example, in the following question the text in the parentheses gives examples of a specific term in the text (here, “main point of exit”):

<b>D.4</b>	In fiscal year <b>[insert last complete fiscal year]</b> , when this establishment exported goods directly, how many days did it take on average from the time this establishment’s goods arrived at their main point of exit (e.g., port, airport) until the time these goods cleared customs?
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	Days
Average number of days to clear customs	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>DOES NOT APPLY (SPONTANEOUS)</b>	<b>-7</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

d4

**c. What are acceptable responses**

Many questions ask for percentages or fractions.

In general, all numbers should be recorded in such a way as to **not have decimals**. So, ten percent is recoded as 10 (not .1 nor .10 and certainly not 1/10). In cases where the respondent answers 10.5 percent, for example, the enumerator should **round up** to 11 percent. In cases where the respondent answers 10.25 percent, the enumerator should round down to 10 percent. The point is to **eliminate all decimals even if it sometimes means rounding down to zero**.

With regard to the rounding rule, in terms of measurement of time, where the answer given by the respondent is between 0 and 1, the rule is to record 1 (hour/minute/day, etc.). These cases are clearly indicated in the questionnaires, see examples B7 and C4 below.

For purposes of standardization, the conventions for time conversions are the following:

- 1 day= calendar day;
- 1 week= 7 days;
- 1 month= 4 weeks;
- 1 month= 30 days.
- 1 year= 52 weeks; and
- 1 year= 365 days.

If the question asks for a response in days and the respondent responds in weeks, the enumerator must make the conversion and record the response in days, not in weeks. If in doubt about the conversion, record the answer in the margin for conversion after interview.

If the enumerator hears one and a half days, they should round up and record a two (2).

Some questions have pre-coded answers to facilitate implementation. As an ex., in the following question answers of less than one year should all be coded as one. The questionnaire provides this pre-coded answer.

<b>B.7</b>	How many years of experience working in this sector does the Top Manager have?
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	Years
Manager's experience in sector	
<b>LESS THAN ONE YEAR</b>	<b>1</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

b7

Or

<b>C.4</b>	In reference to that application for an electrical connection, approximately how many days did it take to obtain it from the day of the application to the day the service was received?
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	Days
Wait for electrical connection	
<b>LESS THAN ONE DAY</b>	<b>1</b>
<b>STILL IN PROCESS</b>	<b>-6</b>
<b>APPLICATION DENIED</b>	<b>-5</b>
<b>DON'T KNOW (SPONTANEOUS)</b>	<b>-9</b>

c4

The only case when the respondent is asked to do the conversion themselves is when they respond in dollars, Euros, or any other currency which is not the local currency. **All questions should have a response in the local currency units (LCUs). The enumerator does not do the conversion himself.** This discussion about currencies should also make it clear that the enumerator should always be aware of the currency units the respondent is referring to in his or her responses.

**c. Time reference**

The general principle is that if the fiscal year is not mentioned, the time reference is the last calendar year (365 days), the last 2 calendar years (730 days) or the last 3 calendar years (1095 days) counting backwards from the day of the interview.

#### d. How to minimize enumerator bias

The questionnaire is to be read as it is written. As with any survey enumerators should refrain from introducing any interpretation bias by trying to explain or direct the answer. However, in some cases answers are not provided in the format desired or they do not address the issue in question. To handle these situations, in general, questions can be classified in 2 categories: one, opinion-based or sensitive questions and, second, hard-data questions.

**Opinion-based or sensitive questions** are those where the actual opinion of the respondent is requested or where a sensitive issue is being addressed such as payment of informal gifts or the degree of obstacle questions. In these cases enumerators should just read the question. When asked for the meaning of any term or when faced with a respondent who is confused or does not understand the question enumerators should read again the full question as it is written. They should not attempt to change the wording or explain using synonyms or commonly used terms. If the respondent cannot understand the question, write **-9** (don't know). If the respondent refuses to respond, write **-8** (refuse to respond). If the respondent puts the enumerator under pressure to explain, as a last resort, the enumerator can indicate that he or she has been instructed **NOT** to explain this question because it elicits an opinion. **In this manual and in the questionnaire, opinion-based and sensitive questions are identified with shaded background and double bordering.**

**Hard-data questions** are those directed to get objective facts including quantitative data. In some cases the questions are quite specific and they require identifying the appropriate answer from the sometimes "narrative stories" provided by the respondent. In these cases enumerators are allowed to probe the respondent using standard techniques: re-ask the question emphasizing the key concept, for ex. "In a TYPICAL month how many ....."; ask a question that completes an incomplete answer already provided, for ex. if the respondent provides an answer for one given month but the question refers to the whole year, enumerators can ask what happened in the other 11 months; when the respondent provides the answer in ranges such as, between a and b, enumerators can ask "Could you be more specific?" or "Is it more a or more b?". Notice that in the latter case enumerators that assume the answer is the average of a and b introduce a bias through their own interpretation. **In this manual and in the questionnaire hard-data questions are differentiated by not having a shaded background or double bordering.**

#### e. Explanation of terms

The instructions below provide explanations of the terms used, definitions applied and the intent of the questions that comprise the Business Environment and Enterprise Performance Survey (BEEPS) 2011 instruments.

For purposes of distinguishing between *Core*, *Core plus Retail*, and *Core plus Manufacturing* questions, in the question number column *Core plus Retail* and *Core plus Manufacturing* specific questions will be identified with **(R)** and **(M)** respectively. Color coding is used in the table below: *Manufacturing* only questions are colored in **blue**. *Retail* only questions are in **green**. Opinion questions that should not be explained, but just re-read are shaded in **gray**. Questions without these references are *Core* questions which are common to all three questionnaires.

Section	Question	Instructions
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	number/Vari able	
Control Information	<b>Poslat</b>	Latitude position: East, West, North or South
Control Information	<b>Poslon</b>	Longitude position: East, West, North or South
Control Information	<b>Lat</b>	Latitude. Format: XX.XXXXXX. Make sure that this information can be read by Google Earth.
Control Information	<b>Lon</b>	Longitude. Format: XX.XXXXXX. Make sure that this information can be read by Google Earth.
Control Information	<b>A.0/a0</b>	Questionnaire used in the interview. It is defined according to the screener sector of activity of the interviewee
Control Information	<b>A.1/a1</b>	Country: self-explanatory
Control Information	<b>A.1a/a1a</b>	Language used for the interview. Questionnaires should be translated into the language used for the interview. Under no circumstances should interviews take place with simultaneous translation.
Control Information	<b>A.2/a2</b>	Sampling region defines the region stratum of the establishment It is defined by the regional classification of the establishment in the sample frame
Control Information	<b>A.3a/a3a</b>	Codification of a3x into regions of homogeneous regulation and or business environment conditions, for ex. into regional clusters
Control Information	<b>A.3x/a3x</b>	Physical location of the establishment as determined with the <b>screener</b> questionnaire (city-town-village)
Control Information	<b>A.3b/a3b</b>	Official capital city: self-explanatory
Control Information	<b>A.3c/a3c</b>	Main business city: self-explanatory
Control Information	<b>A.3/a3</b>	Location control variable should be recoded <b>ex-post</b> based on the answer given to a3x. Locality is defined country by country.
Control Information	<b>A.4/a4a</b>	Classification of the establishment's activity using the information from the sample frame. This variable should match the strata in the sample frame.
Control Information	<b>A.4/a4b</b>	Classification of the establishment's activity based on the answer to the screener questionnaire. The options given cover all eligible industries. If an industry cannot be classified according to the options given, check that the establishment is actually eligible to participate in the survey. This variable should correspond to the activity identified during screening.
Control Information	<b>A.5/a5</b>	<i>Self-explanatory</i>
Control Information	<b>A.6/a6a</b>	Size of the establishment taken from the sample frame
Control Information	<b>A.6/a6b</b>	Size of the establishment as determined with the screener questionnaire
Control Information	<b>A.7/a7</b>	Identifies establishments that are part of a larger firm. Taken from screener questionnaire.



Control Information	<b>A.7a/a7a</b>	<i>Self-explanatory.</i> Identifies the number of establishments in the firm. For all questions beginning after B.4, the questions only refer to the largest establishment if the firm has multiple establishments.
Control Information	<b>A.8/a8</b>	Identifies type of establishment for those that are part of larger firms. Taken from screener questionnaire.
Control Information	<b>A.9/a9</b>	Information taken from the screener questionnaire
Control Information	<b>A.10/a10</b>	Information taken from the screener questionnaire
Control Information	<b>A.11/a11</b>	Information taken from the screener questionnaire
Control Information	<b>A.11a/a11a</b>	Information taken from the screener questionnaire
Control Information	<b>A.12/a12</b>	Information taken from the screener questionnaire
Control Information	<b>A.13/a13</b>	Information taken from the screener questionnaire
Control Information	<b>A.14/ a14d a14m a14y a14h a14min</b>	Self-explanatory
General Information	<b>B.1/ b1 b1x</b>	<p>A firm's legal status is information well known for the target respondent: CEO, General Manager or owner of the firm.  <b>ENUMERATORS DO NOT NEED TO KNOW THE DEFINITION OF EACH TYPE OF LEGAL STATUS.</b></p> <p>A firm's legal status is first determined by whether participation on ownership is by shares (first 2 options) or not (options 3 and 4). The fifth option is a combination of the previous ones.</p> <p>If a firm's shares are publicly traded, it is a <i>shareholding company with shares traded in the stock market</i>. If the shares are not traded or they are traded only privately it is a <i>shareholding company with shares traded privately</i>. A <i>shareholding company with shares traded privately</i> is a firm that is owned by partners or shareholders for whom their claims over the firm are not publicly traded. They may or may not be traded privately. In both of these categories firms have limited liability.</p> <p>A <i>sole proprietorship</i> is a business owned and operated by one individual, natural person. A natural person is a real human being, as opposed to an artificial legal entity such as a corporation or organization that the law treats for some purposes as if it were a person distinct from its members or owner(R).</p> <p>A firm's legal status defines the extent of the liability which defines the</p>

		<p>level of responsibility of the owner over the firm's obligations. Under limited liability each owner is only responsible for the proportion of his/her shares.</p> <p>A <i>partnership</i> allows two or more people to share profits and liabilities, with or without privately held shares. In a partnership, the parties could be individuals, corporations, trusts, other partnerships, or a combination of all of the above. The essential characteristic of this partnership is the unlimited liability of every partner.</p> <p><i>Limited partnership</i> is a legal form that includes one or several general partners and one or more limited partners who invest capital into the partnership, but do not take part in the daily operation or management of the business. The limited partners limit their amount of liability to the amount of capital invested in the partnership. The general partners personally shoulder all debts and obligations of the partnership. Business operations are governed, unless otherwise specified in a written agreement, by majority vote of voting partners. Limited liability partnerships are separate legal entities that provide liability protection for all general partners as well as management rights in the business.</p> <p>When <i>other</i> is chosen, the actual form of legal status must be specified in writing by the enumerator on the survey instrument. Please write down the full legal status or type i.e. PLC., Ltd., etc into <b>b1x</b>. This variable should be codified after field work is finished to make sure that "<i>other</i>" does not include establishments that can be included in forms 1-5.</p>
General Information	<b>B.3/b3</b>	<p><u>Self-explanatory</u></p> <p>If the owners own equal parts of the establishment, write down their corresponding share as the share owned by the largest owner. Example: If there are two owners and each of them owns exactly 50 per cent of the company, then write down 50 (per cent).</p>
General Information	<b>B.2/ b2a b2b b2c b2d</b>	<p><u>Foreign</u> ownership refers to the nationality of the owners. If the primary owner is a foreign national resident in the country, it is still a foreign owned firm. If the owner is another company or institution owned by individuals who are foreign nationals, then it is foreign owned.</p> <p><u>Domestic</u> are nationals of the country in which the establishment is located. (Follow the same rule for companies). Person with dual nationality is considered domestic.</p> <p>A firm that is a subsidiary of a government-owned firm should be considered <u>government-owned</u>.</p> <p>Firms that operate under a franchise agreement should be classified</p>

		according to the nationality of those awarded the franchise.
General General	<b>B.4/b4</b>	<i>Self-explanatory</i>
General General	<b>B.4a/b4a</b>	Percentage of ownership by all females. For example, if all females own 10 percent of the firm, write this percentage.
General Information	<b>Q.5/ECAq5 ECAq5x</b>	The question refers to the creation of the firms in its current form. Whenever the firm is in the process of transition or privatization include in other.
General Information	<b>B.5/b5</b>	The objective of this question is to obtain the year in which operations started regardless of who was the owner at the time.  The year when the establishment began operation refers to the year in which the establishment actually started producing (or providing services), not to the year in which it was registered for the first time.  If the establishment was privatized, then the date provided should refer to when the original government-owned establishment began operations.  If the establishment changed its production significantly to change <u>sector</u> classification, then the year when that took place should be provided.
General Information	<b>B.6/b6</b>	The number of permanent, full-time employees for the time that the enterprise began operations should be provided. All employees and managers (including respondent) should be included. This refers to both paid and unpaid workers.
General Information	<b>B.6a/b6a</b>	<i>Registering</i> refers to registration with [ <b>to be defined on a country by country basis, choosing the most important for registration for tax purposes</b> ]. Please, select one procedure using the Doing Business list of procedures available on-line. Some examples are shown below. <b>Albania:</b> Request and obtain the Registration Certification and Unique Business Identification Number with National Registration Center, NRC (Qendra Kombëtare për Regjistrim,QRK)

		<p><b>Armenia:</b> Register at the One-stop shop</p> <p><b>Azerbaijan:</b> File documents with the company registrar at the One Stop shop Taxes, register for VAT purposes</p> <p><b>Belarus:</b> Business registration with the State Registry</p> <p><b>Bosnia and Herzegovina:</b> Court registration with Municipal Courts</p> <p><b>Bulgaria:</b> Register with the Commercial Register at the Registry Agency</p> <p><b>Croatia:</b> Notarize memorandum of association and register company with the Commercial Court electronically</p> <p><b>Czech Republic:</b> Register with the Trade Licensing Office and obtain extract of the trade license</p> <p><b>Estonia:</b> Submit online the registration application to the Commercial Register</p> <p><b>FYR Macedonia:</b> Registration with the Central Registry</p> <p><b>Georgia:</b> Register the company with the Entrepreneurial Register and obtain an identification number and certificate of state and tax registration</p> <p><b>Hungary:</b> Apply for registration at the Registration Court (simplified electronic registration)</p> <p><b>Kazakhstan:</b> State registration of legal entity and tax registration at the Public Registration Center</p> <p><b>Kosovo:</b> Request and obtain the Business Certificate and the 'Business Information' document at the Kosovo Business Registration Agency (KBRA)</p> <p><b>Kyrgyz Republic:</b> Register at the One stop shop Register with the Social Fund and the State Tax and the National statistics</p> <p><b>Latvia:</b> Register at the Commercial Registry and register with State Revenue Service (tax authority) for VAT</p> <p><b>Lithuania:</b> Register at the Company Register, including registration with State Tax Inspectorate (the Lithuanian Revenue Authority) for corporate tax, VAT, and State Social Insurance Fund Board (SODRA)</p> <p><b>Moldova:</b> Obtain the registration certificate and constitutive act; obtain an official stamp from the Ministry of Information Technologies and Communication; and obtain statistical codes</p> <p><b>Mongolia:</b> Register at the State Registration Office, under the General Department of State Taxation</p> <p><b>Montenegro:</b> Submit the request at the Central Registry together with the necessary documents and within 4 days (legal term) obtain the registration certificate, TIN (tax identification number), VAT tax number and customs authorization</p> <p><b>Poland:</b> File at National Court Register for company registration, REGON, NIP, Statistical Office and ZUS</p> <p><b>Romania:</b> Register with the Unique Office (Biroul Unic) of trade registry Registrul Comertului (BASC), Bucharest Tribunal; obtain court registration, publication of notice, and registration for statistical purposes and social security</p> <p><b>Serbia:</b> Apply and obtain the registration certificate, tax identification</p>
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		<p>number, pension fund (PIO Fund) and Health Fund certificates, certify the signatures (three copies) for opening bank account and register the employment contracts with the Employment Organization at Business Registers Agency (SBRA)</p> <p><b>Slovakia:</b> Apply at the One stop shop for trade licenses, income tax registration and health insurance company</p> <p><b>Slovenia:</b> Register at the electronic One-stop shop: E-vem</p> <p><b>Tajikistan:</b> Register with State Registry at the Ministry of Justice</p> <p><b>Turkey:</b> File the incorporation notice form, commitment letter, and Chamber registration statement at the Trade Registry Office</p> <p><b>Turkmenistan:</b> Company registration with tax authorities</p> <p><b>Ukraine:</b> Approval of Ministry of Internal Affairs to prepare a company seal</p> <p><b>Uzbekistan:</b> Register with the local authority (khokimiyat) and obtain the certificate of state registration</p> <p>The question is designed to be answered as is without explanation of “registration”. If and only if the respondent asks what formal registration means explain that it’s when the establishment registered with <a href="#">[enter name of main Registration Office for each country]</a></p>
General Information	<b>B.6b/b6b</b>	<i>Year of registration</i> refers to the year in which the establishment completed the registration as explained in B.6a.
General Information	<b>B.7/b7</b>	The <i>Top Manager</i> refers to the individual who highest executive rank. This person may be the owner if he or she works as a senior company official. The question refers to years of <i>Top Manager’s</i> managerial experience in the type of sector that the establishment presently operates.
General Information	<b>B.7a/b7a</b>	<i>Top Manager</i> refers to the highest ranking manager or CEO of the establishment. This person may be the owner if he/she works as the Manager of the firm. If respondent is sole proprietorship and respondent is male, the interviewer can rephrase and ask if the owner is also the manager of the firm to avoid asking male respondent if he is female.
General Information	<b>B.8/b8</b>	The question refers exclusively to internationally recognized certifications. Examples are: ISO (International Organization for Standardization) for manufacturing and services, HACCP (Hazard Analysis and Critical Control Point) for food (especially, but not exclusively, for seafood and juices), and AATCC (American Association of Textiles Chemists and Colorists) for textiles. Certificates granted only nationally not recognized in international markets are not included. If the quality certificate belongs to the holding and included the establishment, then recorded answer should be yes.
Infrastructure and Services	<b>C.3/c3</b>	<i>Application for electrical connection.</i> Electrical connection refers to a new connection or to an increase in voltage of an existing connection that requires an application.
Infrastructure and Services	<b>C.4/c4</b>	<i>Wait for electrical connection.</i> Self-explanatory

Infrastructure and Services	<b>C.5/c5</b>	<b><u>Opinion based or sensitive.</u></b>
Infrastructure and Services	<b>C.6/c6</b>	A <u>power outage</u> occurs when there is equipment malfunction from the failure of adequate supply of power. Brownouts that cause some, but not all, equipment to malfunction are also considered power outages.
Infrastructure and Services	<b>C.7/c7</b>	If power outages are seasonal the interviewer should ask the respondent to calculate the <u>number of outages on a typical month</u> , neither from months in which outages are most frequent nor from months where outages are most infrequent.  The concept of TYPICAL MONTH must be well understood since it is used several times throughout the questionnaire: it is the most common type of month in the year regarding the characteristic being asked. Thus, for answers such as “electrical outages once every 3 months” in a typical month there are 0 outages (since there will be outages only in 4 months of the year and in the rest 8 months there will be no outages). For the answer “once every other month” write 1 since there will be 6 months with outages and 6 months without them.
Infrastructure and Services	<b>C.8/c8</b>	This refers to the duration of the power outages in a typical month. The respondent should calculate <u>average duration of power outages</u> in a typical month.
Infrastructure and Services	<b>C.9/c9a, c9b</b>	<u>Losses because of power outages</u> The Manager should estimate the amount of production lost because of power outages.
Infrastructure and Services	<b>C.10/c10</b>	<u>Establishment have own generator.</u> It does not matter if the establishment is using the generator or not, question is only asking if they own a generator.
Infrastructure and Services	<b>C.11/c11</b>	<u>Percent electricity from own or shared generator.</u> Self-explanatory
Infrastructure and Services	<b>C.12/c12</b>	<u>Application for water connection.</u> Self-explanatory
Infrastructure and Services	<b>C.13/c13</b>	<u>Wait for water connection.</u> Self-explanatory
Infrastructure and Services	<b>C.14/c14</b>	<b><u>Opinion based or sensitive.</u></b>
Infrastructure and Services	<b>C.15(M)/c15</b>	<u>Insufficient water supply:</u> whenever there is equipment failure or cessation of production operations due to the lack or reduction of water supply.
Infrastructure and Services	<b>C.16(M)/c16</b>	<u>Incidents of insufficient water supply per month</u> can be estimated by considering the number of times water insufficiencies took place per month. The respondent should be asked not to make the calculation from months when water insufficiencies are rare or from months when water insufficiencies are extreme. The calculation should be made based on a typical month.  Zero is the answer only if no insufficiencies occurred in a typical month.
Infrastructure and Services	<b>C.17(M)/c17</b>	<u>Duration of water shortage</u> can be estimated by considering the average duration of water insufficiencies that took place in a typical month.

Infrastructure and Services	<b>C.22a/c22a</b> <b>C.22b/c22b</b>	<i>E-mail.</i> Self-explanatory <i>Website use</i> includes cases when the establishment has its own website but does not actually do any direct communication with clients or suppliers via the website.
Infrastructure and Services	<b>C.23/c23</b>	<i>High-speed, Internet connection</i> is defined as Internet connection that is faster than using a telephone line with a standard modem.
Infrastructure and Services	<b>C.28</b>	<i>Cell phone use</i> refers to use for operations of the establishment. It refers to systematic use of cell phones, not to occasional use of personal cell phones
Infrastructure and Services	<b>C.30a/c30a</b> <b>C.30b/c30b</b>	<b><u>Opinion based or sensitive.</u></b>
Infrastructure and Services	<b>C.31a1/</b> <b>ECAc31a1</b> <b>C.31a2/</b> <b>ECAc31a2</b> <b>C.31a3/</b> <b>ECAc31a3</b>	Self-explanatory.
Sales and Supplies	<b>D.1a1/d1a1x</b>	<i>Establishment's main activity and product or service.</i> The purpose of this question is to determine what the establishment produces or sells. The description should be written down exactly as provided by the respondent and it should be as accurate as possible to facilitate classification. Consequently, the description must specify the activity of the establishment (manufacturing or service) and the product produced or offered. <i>The main product and activity is defined in terms of sales in monetary value not volume.</i>
Sales and Supplies	<b>D.1a2/d1a2</b>	Categorize the main activity and product according to standard industry classification codes. This is an extremely important question for classification purposes. The question is to be coded using the United Nations ISIC Rev.3.1. <a href="http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=17">http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=17</a>  Coding will be made in the office on the basis of the description provided in d1a1x.
Sales and Supplies	<b>D.1a3/d1a3</b>	The <i>main product</i> is defined in terms of sales in monetary value not volume.
Sales and Supplies	<b>D.2/d2</b>	<i>Total sales</i> include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. For ex. if an establishment makes blue jeans and also imports blue jeans to resell, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year, even if the payment may have been received at a later date, are included in total sales. Write the number in WORDS in d2x For services total sales refer to the total value of all the services provided during the year. In manufacturing and services the amount should include sales with

		<p>and without invoices (reported and unreported sales).</p> <p>If the company is VAT (Value Added Tax) registered and is getting a VAT refund, the total sales figure should exclude VAT. If the company is not VAT registered (cannot get a refund), the total sales should be given as they are.</p>
Sales and Supplies	<b>D.2/d2x</b>	<p><u>Total sales</u> Please write out the answer to d2 in words. For example, 132,000 should be written as “One hundred thirty two thousand”</p>
Performance	<b>N.3/n3</b>	<p><u>Total sales</u> three complete fiscal years ago include the value of all annual sales counting manufactured goods and goods the establishment has bought for trading. If an establishment makes blue jeans and also imports blue jeans to sell, total sales is the value of all blue jeans sold, both produced and imported. Revenue or receipts for all services rendered and any sales of merchandise for the year even though payment may have been received at a later date are included in total sales. Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.</p>
Sales and Supplies	<b>D.3/d3a d3b d3c</b>	<p><u>Where sales are made.</u> The purpose of this question is to determine where the establishment’s customers are located. Please note that some establishments, such as hotels, may cater to foreigners at their domestic locations. Sales to these foreigners constitute exporting.</p> <p><u>Domestic sales</u> are when goods or services are sold inside the borders of the country.</p> <p><u>An indirect export</u> is when the manufacturer sells its goods to a trader or another agent who then exports the product without modifications. Products that the manager knows are smuggled abroad should be counted as indirect exports.</p> <p><u>Direct export</u> is the sale of goods where the immediate recipient is outside the borders of the country.</p>
Sales and Supplies	<b>D.4(M)/d4</b>	<p><u>Clearing customs for direct exports.</u> The purpose of this question is to determine the efficiency of customs in clearing goods for export.</p> <p><u>Average number of days</u> to clear customs is the average time goods and services remain in customs from the moment they arrive at customs, including waiting time to enter, until they are ready to be shipped out of customs. Do not include waiting time for the shipment, after being cleared by customs officials. Prompt the respondent to think of all shipments sent to the main point of exit and estimate an average time it took from the time the shipments arrived to the time they left that point of exit.</p> <p>Export to CIS or customs union counts as export.</p>



		<p><u>Main point of exit</u> is the last domestic location (e.g. port, border crossing, airport, or internal custom) from which the goods leave the country.</p> <p>Whenever different ports of exit are used this question refers to the port where “most goods” exit defined in terms of consignment value (not physical units).</p> <p><u>Goods cleared customs</u> They refer to the time it takes to obtain all clearances required from the moment the goods arrived at their point of exit until the moment they satisfy the requirements of the clearance procedures at the custom office. This includes transit procedures.</p>
Sales and Supplies	<b>D.6(M)/d6</b>	<p><u>Theft for direct export.</u> The purpose of this question is to determine the extent of losses that stem from theft as goods are transported for export, independently of whether the cost is borne by the establishment or a third party that is hired to transport the goods.</p> <p><u>Value of the products</u> exported refers to the value paid when goods are delivered to the receiver.</p> <p><u>Theft</u> refers to robbery that occurred outside the premises of the establishment.</p>
Sales and Supplies	<b>D.7(M)/d7</b>	<p><u>Breakage or spoilage for direct export.</u> The purpose of this question is to determine the extent of losses that stem from breakage or spoilage as goods are transported for export, independently of whether the cost is borne by the establishment or a third party that is hired to transport the goods.</p> <p><u>Value of the products</u> exported refers to the value paid when goods are delivered to the receiver.</p> <p><u>Breakage</u> refers to the inoperability or usability of the good. A broken good is inoperable or unusable in its current state.</p>
Sales and Supplies	<b>D.8(M)/d8</b>	Self-explanatory.
Sales and Supplies	<b>D.10(M)/d10</b>	<p><u>Theft when supplying domestic markets.</u> See definitions in D.6.</p> <p>“No internal shipments to supply domestic market” applies only when direct exports represent 100% of the establishment’s sales.</p>
Sales and Supplies	<b>D.11(M)/d11</b>	<p><u>Breakage and spoilage when supplying domestic markets.</u> See definitions in D.7.</p> <p>“No internal shipments to supply domestic market” applies only when direct exports represent 100% of the establishment’s sales.</p>
Sales and Supplies	<b>Q.15(M)/ECAq15a</b>	Self-explanatory.
Sales and Supplies	<b>D.12(M)/d12a, d12b</b>	The purpose of this question is to determine from where the inputs for production are obtained and purchased.

		<p>The calculation is done as a percent of all purchases of supplies and inputs purchased by the establishment for the fiscal year. Proportion is to be calculated in terms of monetary values, not physical quantities.</p> <p><i>Inputs</i> are materials that go through a mechanical, physical, or chemical transformation that will ultimately make up some portion of the final good produced. Lumber in a furniture factory is a good example of an input.</p> <p><i>Supplies</i> are materials or products that are used, expended, consumed, but will not comprise the final good produced. Pencils and writing paper are good examples of a supply.</p> <p>Import from CIS or customs union still counts as import.</p>
Sales and Supplies	<b>D.13(M)/d13</b>	The purpose of this question is to determine if the establishment has any interaction with customs when importing inputs and other materials.
Sales and Supplies	<b>D.14(M)/d14</b>	<p>The purpose of these questions is to measure the efficiency of customs clearance of imports.</p> <p><i>Goods cleared customs</i> includes all clearances required from the moment the goods arrived at their point of entry (e.g., port, airport) until the moment they satisfy the requirement of the clearance procedures at the customs office and can be picked up. It does not include time spent on transportation to reach the point of entry.</p> <p><i>Average number of days</i> to clear customs. Prompt respondent to think of various shipments destined to the establishment that originated from abroad, and to estimate an average of the time it took when the shipment arrived to the country's point of entry to the time the establishment was allowed to claim them and begin domestic transport.</p>
Sales and Supplies	<b>D.16(M)/d16</b>	<p><i>Days of inventory of main input.</i> The purpose of this question is to assess the efficiency in the supply chain. When firms have to maintain a high level of stock, because they cannot rely on a predictable supply of inputs, this is a source of economic inefficiency. Inversely, if supplies of the main input can be relied upon to be easily available, firms will keep low levels of stock on hand.</p> <p>The <i>main input</i> is the input that accounts for the highest value among all inputs. It is not the input for which stock is maintained the longest. For example, if a company makes shirts, the most important input is the cloth, not the buttons and thread, though the establishment may actually keep a 90 day supply of buttons on hand and only a 30 day stock of cloth.</p> <p><i>Days of inventory</i> should be calculated as the number of days of normal</p>

		production capacity before running out of stock.
Sales and Supplies	D.17(R)/d17	<p><u>Days of inventory of main sales item</u> The purpose of this question is to assess the efficiency in the supply chain. When firms have to maintain a high level of sales items in stock, because they cannot rely on a predictable supply, this is a source of economic inefficiency. Inversely, if supplies of the main sales can be relied upon to be easily available, firms will keep low levels of stock on hand.</p> <p><u>The main sales item</u> is the item that accounts for the highest percent of sales among all items that the establishment sells. It is not the item for which stock is maintained the longest.</p> <p><u>Days of inventory</u> should be calculated by how many days, under normal sales conditions, it would take to deplete the main sales item held in supply at the establishment's premises.</p>
Sales and Supplies	D.30a, D.30b/d30a d30b	<b><u>Opinion based or sensitive.</u></b>
Sales and supplies	D.31b1/ ECA d31b1, D.31b2/ ECA d31b2, D.31b3/ ECA d31b3	Self-explanatory.
Degree of Competition	E.1/e1	<p>The purpose of this question is to get the establishment to define what it considers to be its main market.</p> <p><u>The main product or service is defined by the output or service that generates the highest proportion of sales in monetary terms.</u> The establishment's main market is defined by the market that generates the most sales of the main product as defined above.</p> <p>It could be the case that an establishment's main product is sold in smaller proportions in a greater number of markets and that the main product is never the greatest total annual share of revenue in any one market. For example, 51 percent of revenue comes from selling nails, but that is distributed equally in the local, national, and international markets, 33 percent in each. Bolts make up 49 percent of total annual revenues. However, half of the revenue for bolts comes from selling in the international market and half in the local market.</p> <p>It is clear that bolts sell more in its respective market with respect to nails, but does not generate as much revenue as nails do for the establishment. In such a case, nails should be used as the main product. Whenever local, national and international markets have equal shares choose the national market and do not follow the skip</p>

		<p>pattern.</p> <p>Local market in Russia is defined as federal subject, which is either oblast, republic, krai, autonomous oblast, autonomous okrug or federal city where the establishment is located.</p>
Degree of Competition	<b>E.2/e2b</b>	<u>Number of competitors in establishment's market.</u> Self-explanatory
Degree of Competition	<b>E.6/e6</b>	<u>Technology licensed from a foreign owned company:</u> it measures access to foreign technology. The license may be held by the establishment's parent company. The answer is "no" if the establishment uses foreign technology without a license or a formal agreement. Office software such as Microsoft Office should not be included.
Degree of Competition	<b>E.11/e11</b>	<b><u>Opinion based or sensitive.</u></b>
Degree of Competition	<b>Q.53/ECAq53</b>	Self-explanatory
Degree of Competition	<b>E.30/e30</b>	<b><u>Opinion based or sensitive.</u></b>
Innovation	<b>H.1/h1</b>	<p><u>New products or services introduced in the last three years.</u> By new or significantly improved we mean completely new to the establishment, or having a large improvement in technical specifications, components and materials, incorporated software, user friendliness, capabilities or other functional characteristics. Minor changes or improvement, routine upgrades, regular seasonal changes, and design changes that do not affect the function, intended use or technical characteristics of the good or service should be excluded.</p> <p>Additional details (examples): Examples of product innovation: a shirt-maker introducing a shirt with non-iron material, a shoe-maker introducing a shoe with a new cushioning technology, an appliance manufacturer introducing an appliance with in-built software or reduced energy consumption, a coffee bean processor starting to make roasted coffee beans. For services firms, examples of product innovation are: introduction of home delivery service, new forms of warranty, new forms of purchase on credit, use of internet for ordering and delivery.</p>
Innovation	<b>H.2/h2</b>	<u>From the new products and services introduced in the last three years was the main new product or service also new for the establishment's main market?</u> Self-explanatory.
Innovation	<b>H.3/h3</b>	<p>By <u>new methods of manufacturing products or offering services</u> we mean a change in the production process or how the service is provided with the objective of reducing costs, increasing output or quality. This includes technology, equipment and/or software, procurement procedures, and logistics, delivery or distribution methods.</p> <p>Additional details (examples): Examples of production process innovations include the introduction of: new or improved equipment, machinery or production-related software, automation, new machinery</p>

		to produce new products, new formulae or recipes, computer assisted manufacturing or design, quality testing equipment, automated packaging.
Innovation	<b>H.4/h4</b>	<u>New organizational structures or management practices.</u> By new managerial or organizational practice or structure we mean changing the management structure, the way workers work together, introducing new incentives for performance, or changing hiring and firing practices, or changing the systems of information and monitoring that aim to enhance efficiency. Additional details (examples): Examples: giving non-managerial staff employees more responsibility, reducing the levels between top management and production workers, re-structuring departments, new performance monitoring systems, new problem reporting systems, new systems for gathering employee opinions, a change in salary and promotion practices to better reward performance.
Innovation	<b>H.5/h5</b>	<u>New marketing methods.</u> By new marketing methods we mean design, branding or packaging that changes the look of the product or perception of the service, or a new channel or form of promoting, pricing or selling the goods and services. Additional details (examples): Examples: a change in package design to give the product a new look where packing is the main determinant of the product's appearance, use of a new media for advertising, change in brand logo or trademark, introduction of new sales methods such as franchising, direct selling, exclusive retailing and modifying the presentation of the product to different types of customers, introduction of new pricing methods such as discount schemes and customer loyalty rewards scheme, but excluding pricing methods used solely to differentiate prices by customer segments.
Innovation	<b>H.6/h6</b>	<u>Research and development activities, either in-house or contracted with other companies.</u> Research and development (R&D) is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. For example, laboratory research for a new chemical compound of paint would be research and development while market research surveys or internet surfing would not be research and development.
Innovation	<b>H.7 (ECAh4)</b>	<u>New or significantly improved logistical or business support processes.</u>
Innovation	<b>H.8(ECAh8)</b>	<u>New approach or new idea about products or services, business process, firm management, or marketing.</u>
Capacity	<b>F.1(M)/fl</b>	<u>A capacity utilization estimate</u> should be compared to a full production capacity capability.  This question only references the production facility and not the administrative offices. <u>Full production capacity</u> is the maximum level of production that this establishment could reasonably expect to attain under normal and realistic operating conditions fully utilizing the machinery, equipment

		and employees in place
Capacity	F.2(M)/f2	<u>Hours per week of operation</u> are the hours per week in which machines and employees are engaged in some type of mechanical, physical, or chemical transformation of materials into new products or in which the assembly of components into new products takes place, including maintenance. Up to 168 hours!  This question only references the production facility and not the administrative offices.
Land	G.1/g1a g1b g1c	Self-explanatory
Land & Permits	G.2/g2	<u>Application for construction permit.</u> Note: When interviewing construction businesses, these permits refer to both those permits related to the expansion or construction of the establishment's premises and to permits required in order to carry out construction work for clients.
Land & Permits	G.3/g3	<u>Wait for construction permit.</u> Self-explanatory
Land & Permits	G.4/g4	<b>Opinion based or sensitive.</b>
Land & Permits	G.5(R) /g5a,g5bx, g5b	<u>Total selling area</u> refers to the space where sales take place. It does not include warehouses. Whenever the establishment is composed of several locations the selling areas of each location should be added.
Land & Permits	G.6/g6a g6b g6c	If establishment occupies several buildings the percentages should be computed for the summation of buildings.
Land & Permits	G.30/g30a	<b>Opinion based or sensitive.</b>
Crime	I.1/i1	<u>Pay for security.</u> Self-explanatory
Crime	I.2/i2a i2b	<u>How much pay for security.</u> Self-explanatory
Crime	I.3/i3	<u>Experienced losses from theft, robbery, vandalism, arson.</u> Self-explanatory
Crime	I.4/i4a i4b	<u>Extent of losses from theft, robbery, vandalism, arson.</u> Self-explanatory
Crime	I.30/i30	<b>Opinion based or sensitive.</b>
Crime	I.31a1/ ECAi31a1 I.31a2/ ECAi31a2 I.31a3/ ECAi31a3	Self-explanatory.
Finance	K.1/k1c + K.2/k2c	The questions refer to an establishment's ability to provide and be provided trade credit arrangements with <b>suppliers and customers.</b>

Finance	<b>K.3/ k3a k3bc k3e k3f k3hd</b>	<p><u>Working capital</u> refers to financing of short term production activities. Working capital is necessary for businesses to cover short term liquidity issues, such as purchases of inputs, covering wage bills, etc. It does not refer to larger investments, such as in machinery or equipment. Since investment financing is covered under question K.5, working capital can be understood as financing of all operations, excluding investment in fixed assets</p> <p>Working capital sources are likely to be diverse. It is important for the enumerator to make sure that the various sources do add up to 100%.</p> <p>Both domestic and foreign banks are included in k3bc.</p>
Finance	<b>K.4/k4</b>	<u>Purchase of fixed assets, investments, etc.</u> Self-explanatory
Finance	<b>N.5/ n5a n5b</b>	<p>The category <u>machinery, vehicles and equipment</u> is the annual investment of anything used directly by this establishment to produce. Vehicles include transport and loading and unloading vehicles. It should include not only the purchase cost but also all other costs involved in the investment such as transport of the item and installation cost. Computer hardware should be considered under equipment</p> <p><u>Land, buildings</u> is the annual investment in land, buildings and structures used directly or indirectly by this establishment to produce goods and services. Excluded are investments for property leased to others. Included are expenditures for new and used structures (including those under construction at the end of last complete fiscal year), fixtures and equipment, additions, major alterations and improvements to existing facilities, and capitalized repairs.</p> <p>Also included are expenditures made by the establishment for structures which, on completion, were, or are, to be sold or leased back to that establishment or firm.</p>
Finance	<b>K.5/ k5a k5i k5bc k5e k5f k5hdj</b>	<p><u>Fixed assets</u> include and indivisible purchase made by the establishment as described in K.4. Examples include machinery/equipment, land, buildings, building improvements, etc.</p> <p>Leasing companies are non-financial institutions. Leasing is not bank credit.</p> <p>The source of funds for these purchases may be diverse, so it is important for the enumerator to make sure that the various sources do add up to 100%.</p>
Finance	<b>K.4a/k4a</b>	<u>Leasing of fixed assets.</u> <b>Leasing</b> is a process by which a firm can obtain the use of a certain fixed assets on a rental basis. This avoids the need to invest capital in fixed assets. Ownership rests in the hands of the financial institution or leasing company, while the business has the actual use of it.
Finance	<b>K.6/k6</b>	<u>Checking/ savings account.</u> In many countries, a checking account is known as a “current account”.

Finance	<b>K.7/k7</b>	<u>An overdraft facility</u> is a flexible account that allows firms to draw upon in the event their account balance becomes negative. The firm will incur fees or are subject to interest payments if they exercise this option.
Finance	<b>K.8/k8</b>	<p><u>A line of credit</u> is an available amount of credit that the establishment can draw upon or leave untapped. Lines of credit usually carry monthly interest rates, and are repaid quickly (as soon as the establishment's cash flow allows for repayment). They may or may not have a defined date of expiration.</p> <p><u>A loan</u> is generally a much less flexible form of finance. It comes in fixed amounts (rather than ranges), carry annual interest rates (either fixed or floating), and they carry a determined term to maturity (finite period for repayment).</p> <p><u>In case of more than one loan outstanding, consider the most recent acquired loan.</u></p>
Finance	<b>K.9/k9</b>	<u>Institutions that granted loan.</u> Self-explanatory
Finance	<b>K.9a/ ECAk9a ECAk9ax</b>	<u>Name of the bank that provided the most recent line of credit or loan.</u> Self-explanatory
Finance	<b>K.10/k10</b>	<u>Year loan approved.</u> Self-explanatory
Finance	<b>K.11/k11</b>	<u>Value of the loan.</u> This question refers to the original loan value, as it was specified in the credit agreement. Thus, the respondent should answer according to what was specified in the loan contract, not what happened in practice (e.g. if they paid off the loan early or later than the term of the loan).
Finance	<b>Q.46f/ ECAq46f ECAq46fx</b>	<u>Currency in which the most recent line of credit or loan is denominated.</u> Self-explanatory
Finance	<b>Q.46d/ ECAq46d</b>	<u>Annual interest rate of the most recent line of credit or loan.</u> Self-explanatory
Finance	<b>Q.46e/ ECAq46e</b>	<u>Original duration of the most recent line of credit or loan.</u> Self-explanatory
Finance	<b>K.13/k13 + K.14/ k14a k14b k14c k14d k14e</b>	<u>Collateral</u> refers to property of the business or personal property of the manager or owners that is used to secure the loan in the event that the establishment defaults on its payment obligations. Collateral only refers to real property or financial assets, not to personal guarantees by third parties.
Finance	<b>K.15a/ k15a</b>	<u>Value of collateral.</u> This question asks for the value of the property used to secure the loan. If the value of the collateral pledged is greater than the value of the loan amount, the answer can be greater than the loan amount.
Finance	<b>K.15a1/ ECAk15a1</b>	<u>Outstanding balance of the most recent line of credit or loan.</u> Self-explanatory



Finance	<b>K.15b/k15b</b>	<u>Total number of outstanding loans or lines of credit.</u> An <i>outstanding loan</i> is the portion of the loan or line of credit that has not been paid. As payments are applied towards the loan balance, the amount outstanding decreases.
Finance	<b>K.15c/k15c</b>	<u>Total value of all outstanding loans or lines of credit.</u> This question addresses the level of indebtedness of the establishment. It refers to the unpaid portion of a loan or line of credit, not the total value of the loan or line of credit. If a loan or a line of credit has not been used, the outstanding value of that loan or line of credit is 0.
Finance	<b>K.15d/k15d</b>	<u>Personal loans used for business financing</u> This question asks whether an owner has taken out any personal loans in his/her name and is using those personal loans to finance the business. This does not include loans made to the establishment where the owner is a signatory.
Finance	<b>K.16/k16</b>	<u>Apply for new loans in last year.</u> Self-explanatory
Finance	<b>K.17/ ECAk17</b>	<u>Reasons for not applying for loan last year.</u> Self-explanatory
Finance	<b>K.20/k20a</b>	<u>Outcome of loan application: Self-explanatory</u>
Finance	<b>K.21/k21</b>	<u>Certification of financial statements by external auditor.</u> Self-explanatory
Finance	<b>K.30/k30</b>	<b><u>Opinion based or sensitive.</u></b>
Business-Government Relations	<b>Q.31e/ ECAq31e</b>	<b><u>Opinion based or sensitive.</u></b>
Business-Government Relations	<b>J.1/h7a ECAj1b ECAj1c</b>	<b><u>Opinion based or sensitive.</u></b>
Business-Government Relations	<b>J.2/j2</b>	<u>Percent of total senior management's time.</u> The question asks senior managers to estimate what percentage of their time they spend dealing with government regulations, inspections, negotiations and other bureaucratic burden in a TYPICAL week. It should not include time spent negotiating procurement contracts with the government - only time dealing with red tape and bureaucracy.
Business-Government Relations	<b>J.3/j3</b>	<u>Visits and inspections by tax inspectorate officials.</u> On-site and off-site inspections, scheduled and un-scheduled, are to be included.
Business-Government Relations	<b>J.4/j4</b>	Self-explanatory
Business-Government Relations	<b>J.5/j5</b>	<b><u>Opinion based or sensitive.</u></b>
Business-Government Relations	<b>J.6a/j6a</b>	Self-explanatory
Business-Government Relations	<b>J.6/j6</b>	<b><u>Opinion based or sensitive.</u></b>

Business-Government Relations	J.7/ j7a j7b	<b>Opinion based or sensitive.</b>
Business-Government Relations	J.10/j10	<u>Application for import license.</u> An <b>import license</b> is a document issued by a national government authorizing the importation of certain goods into its territory. Each license specifies the volume of imports allowed, and the total volume allowed should not exceed the quota. Licenses can be sold to importing companies at a competitive price, or simply a fee. Government may put certain restrictions on what is imported as well as the amount of imported goods and services. Imports refer to both imports of final goods for sale as well as imports of materials/intermediate goods.
Business-Government Relations	J.11/j11	<u>Wait for import license</u> Self-explanatory. Import license defined as in J.10.
Business-Government Relations	J.12/j12	<b>Opinion based or sensitive.</b>
Business-Government Relations	J.13/j13	<u>Application for operating license</u> Self-explanatory
Business-Government Relations	J.14/j14	<u>Wait for operating license.</u> <u>Licenses</u> are defined as state-issued documents certifying the right of its holder to engage in a particular business activity. It is the authorization to carry out an activity on a continuous basis (eg. license to sell alcohol, license to import, license to operate) If the establishment applied more than once during the reference period, an average wait should be recorded. This includes renewals of operating licenses.
Business-Government Relations	J.15/j15	<b>Opinion based or sensitive.</b>
Business-Government Relations	J.30a/j30a J.30b/j30b J.30c/j30c J.30e/j30e J.30f/j30f H.30/h30	<b>Opinion based or sensitive.</b>
Business-Government Relations	J.31b1/ ECAj31b1, J.31b2/ ECAj31b2, J.31b3/ ECAj31b3, J.31c1/ ECAj31c1,	Self-explanatory.

	J.31c2/ ECAj31c2, J.31c3/ ECAj31c3, J.31f1/ ECAj31f1, J.31f2/ ECAj31f2, J.31f3/ ECAj31f3, H.31a1/ ECAh31a1, H.31a2/ ECAh31a2, H.31a3/ ECAh31a3,	
Business-Government Relations	Q.39/ ECAq39	<u>Opinion based or sensitive.</u>
Business-Government Relations	Q.41/ ECAq41a ECAq41b ECAq41c	<u>Opinion based or sensitive.</u>
Business-Government Relations	Q.44/ ECAq44a ECAq44b ECAq44c	<u>Opinion based or sensitive.</u>
Use of consulting services	R.16a/ ECAr16a	<i>Hired an external consultant.</i> The purpose of this question is to find out whether the establishment has ever hired an external consultant, either domestic or foreign, to provide consulting services. The areas covered can include business skills improvements (finance, marketing, communication, basic human resources, business plan, etc.), business process improvements (informational/accounting system, introduction of quality standard, etc.), or more sophisticated projects (restructuring, feasibility study, environmental management, energy efficiency, etc.). Any type of consultants are included: management consultants, engineers, architects, accountants, etc.
Use of consulting services	R.17/ ECAr17a ECAr17b ECAr17c	Self-explanatory. Technological production processes can be classified under feasibility study.
Use of consulting services	R.18/ ECAr18	Local consulting firms are domestically-owned consulting firms that do not offer their services in other countries.
Use of consulting services	R.20/ ECAr20 ECAr20x	<i>Main reason why the establishment did not hire an external consultant.</i> Self-explanatory.

Labor	<b>L.1/11</b>	<p><u>Number of permanent, full-time employees last complete fiscal year</u> are defined as all paid employees that are contracted for a term of one or more fiscal years and/or have a guaranteed renewal of their employment contract and that work a full shift. The definition of a full shift may vary by country and by industry.</p> <p>All employees and managers (including respondent) should be counted.</p>
Labor	<b>L.2/12</b>	<p><u>Number of permanent, full-time employees three complete fiscal years ago.</u> See definition of <u>permanent, full-time employees</u> above.</p>
Labor	<b>L.3(M)/ 13a 13b</b>	<p><u>Number of permanent, full-time production workers</u> are workers (up through the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this category.</p> <p><u>Number of permanent, full-time non-production workers</u> are those workers not engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Managers and other supervisory personnel with responsibilities for the performance of shop floor supervisors and below are included. Do not include shop floor supervisors.</p> <p>Employees in sales (including driver-salespersons), sales delivery (highway truck drivers and their helpers), janitorial and guard services, advertising, credit, collection, installation and servicing of own products, clerical and routine office functions, executive, purchasing, financing, legal, personnel (including cafeteria, medical, etc.) are included. Also included are employees on the payroll of the manufacturing establishment engaged in the construction of major additions or alterations utilized as a separate work force. Professional, and technical employees are included in this category.</p>
Labor	<b>L.4(M)/ 14a 14b</b>	<p><u>Numbers of different types of permanent, full-time skilled production workers</u> are workers (up through the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item. Also, these workers are <u>skilled</u> in that they have some special knowledge or</p>

		<p>(usually acquired) ability in their work. A skilled worker may have attended a college, university or technical school. Or, a skilled worker may have learned his skills on the job.</p> <p><u>Unskilled production workers</u> are workers (up through the line supervisor level) engaged in fabricating, processing, assembling, inspecting, receiving, storing, handling, packing, warehousing, shipping (but not delivering), maintenance, repair, product development, auxiliary production for plant's own use (e.g., power plant), recordkeeping, and other services closely associated with these production operations. Employees above the working-supervisor level are excluded from this item. Also, these workers are <u>unskilled</u> in that it is not required that they have special training, education, or skill to perform their job.</p>
Labor	<b>L.5(C,R)/15</b>  <b>L.5(M)/15a</b> <b>15b</b>	<p><u>Number of permanent, full-time workers that are female.</u> Self-explanatory</p> <p><u>Number of permanent, full-time skilled production workers that are female.</u> Self-explanatory</p> <p><u>Number of permanent, full-time unskilled production workers that are female.</u> Self-explanatory</p>
Labor	<b>L.6/16</b> <b>L.6a/16a</b>	<u>Full-time temporary or seasonal employees</u> are defined as all paid short-term (i.e. for less than a fiscal year) employees with no guarantee of renewal of employment contract) and work 40 hours or more per week for the term of their contract.
Labor	<b>L.8/18</b>	<u>Average length of employment of all full-time temporary or seasonal employees</u> refers to the number of months that the worker was contracted for work that occupied employees for 40 hours or more per week. If average full-time temporary or seasonal employment was for less than one month, enumerator should write 1.
Labor	<b>L.9a(M)/19a1</b> <b>19a2</b>	<u>Levels of education for average production worker.</u> Self-explanatory.
Labor	<b>Q.69/ECAq69</b>	Had a university degree means completed a university degree; only attending a university without obtaining a degree should be excluded.
Labor	<b>L.10/110</b>	<u>Formal training</u> that has a structured and defined curriculum. Formal training may include classroom work, seminars, lectures, workshops, and audio-visual presentations and demonstrations. This does not include training to familiarize employees with equipment and machinery on the shop floor, training aimed at familiarizing employees with the establishment's standard operation procedures, or employee orientation at the beginning of an employee's tenure. <u>In-house training</u> may be conducted by other non-supervisory employees of the establishment, the establishment's supervisors or managers, or the establishments training centers.
Labor	<b>L.11(M)/111a</b> <b>111b</b>	<u>Percent, by skill category that were trained.</u> Self-explanatory.

Labor	L.30a/130a L.30b/130b	<u>Opinion based or sensitive.</u>
Labor	L.31a1/ ECA131a1 L.31a2/ ECA131a2 L.31a3/ ECA131a3 L.31b1/ ECA131b1 L.31b2/ ECA131b2 L.31b3/ ECA131b3	Self-explanatory.
Business Environment	M.1/ m1a m1d	<u>Opinion based or sensitive.</u>

Performance	<b>N.2/</b> <b>n2a</b> <b>n2e (M, S)</b> <b>n2f (M)</b> <b>n2ra (M)</b> <b>n2rb (M)</b> <b>n2i (R)</b> <b>n2b</b> <b>n2j (M)</b>	<p><u>Total cost of labor, including wages, salaries and benefits</u> is the total annual wages and all annual benefits, including food, transport, social security (i.e. pensions, medical insurance, and unemployment insurance).</p> <p><u>Raw materials and intermediate goods:</u> <b>(M)</b> is the cost of all inputs in the production activity. This is usually an item directly taken from the financial statements.</p> <p><u>Finished goods and materials purchased to resell:</u> <b>(R)</b> is the cost of all finished goods and materials purchased to be resold. This is usually an item directly taken from the financial statements.</p> <p><u>Electricity</u> is the total annual cost of electric energy purchased from public or private utility companies or received from other establishments that belong to the same firm. Exclude the value of electricity generated and used at this establishment.</p> <p><u>Fuel</u> <b>(M)</b> is the total annual cost of all fuels consumed for heat, power, transportation, or the generation of electricity. Do not include the estimated costs of fuels, such as sawdust or blast furnace gas, produced as a byproduct of your manufacturing activities. Include anthracite and bituminous coal, coke, natural and manufactured gas, fuel oil, liquefied petroleum gas, gasoline, and all other fuels, including purchased steam. Be sure to include fuel used to power delivery trucks, forklifts, or other motor vehicles associated with the establishment.</p> <p><u>Total rental cost of machinery, vehicles and equipment</u>  <u>Total rental cost of land and buildings</u>  The rental cost if the establishment rents or leases any of the items mentioned.</p> <p><u>Other cost of production not included above:</u> this should be computed as total costs of production minus the items included above.</p>
Performance	<b>N.6 (M)/</b> <b>n6a</b> <b>n6b</b>	<p><u>Net book value</u> equals the purchase value minus depreciation.</p> <p>The net book value represents the actual cost of assets at the time they were acquired, including all costs incurred in making the assets usable (such as transportation and installation) minus depreciation accumulated since the date of purchase. Included in the assets are all buildings, structures, machinery, and equipment (production, office, and transportation equipment) for which depreciation reserves are maintained. Accordingly, the value of assets at the end of the year includes the value of construction in progress.</p>
Performance	<b>N.7 (M)/</b> <b>n7a</b> <b>n7b</b>	<p>This question is designed to ascertain the market value of the establishment's capital. Data on equipment is the most important. You can ask the manager to estimate the market value if all of the</p>

		equipment, land and buildings were sold on the open market. If the respondent states that there is no market, ask how much the respondent would be willing to pay for the capital, knowing what it can produce in its <i>current condition</i> . Estimate how much it would cost to buy machinery in the current market which is similar in terms of age and characteristics. This estimate is to give an indication of the capital intensity of the firm. Keep in mind that it is one of the most important questions on the questionnaire.
Expectations	S.1a/ ECAs1a S.1b/ ECAs1b S.1c/ ECAs1c	<u>Expected sales one year from now.</u> Self explanatory
Perceptions of obstacles	VIN.1/ vin1a vin1b vin1c vin1d vin1e	<u>Perceptions of obstacles.</u> Hypothetical situations. Self-explanatory.
Control Information	A.15a/ a15a1ax a15a2a ECAa15a4a a14a3a a15a1bx a15a2b ECAa15a4b a15a3b a15a1cx a15a2c ECAa15a4c a15a3c	<u>Self-explanatory</u> <u>Years working in the position vs. Years working with the firm:</u> For example, the respondent is a CEO who started working with the company as a Chief Technical Officer 5 years ago and was promoted to his current position of the CEO 1 year ago. His tenure in his current position as the CEO in this case is 1 year and his tenure with the company is 5 years.
Control Information	a15d a15m a15y a15h a15min	<u>Time interview ends.</u> Self-explanatory.
Control Information	a16 a17 a17x	<u>Questions for interviewers.</u> Self-explanatory.
Control Information	a18 a19h a19m	<u>Questions for supervisors.</u> Self-explanatory.



## INNOVATION MODULE

Establishments eligible to participate in the Innovation Module are determined by their answers to Section H - Innovation in the main BEEPS questionnaire and to question L.1 in the main BEEPS. Eligible establishments should only be asked the questions that are relevant for them. Innovation module of the BEEPS questionnaire consists of eight self-contained sections:

- **Goods and services innovation:** To be answered by eligible establishments that have introduced new products or services
- **Process innovation:** To be answered by eligible establishments that have introduced new methods for the production or supply of products or services
- **Organizational innovation:** To be answered by eligible establishments that have introduced new organizational or management practices or structures
- **Marketing innovation:** To be answered by eligible establishments that have introduced new marketing methods during the last three years
- **Research and development activities:** To be answered by eligible establishments that have spent on research and development activities during the last three years
- **Acquisition of external knowledge and use of computers:** To be answered by all eligible establishments
- **Protection of innovation:** To be answered by all eligible establishments
- **Management practices (M):** To be answered by eligible manufacturing establishments that have at least 50 employees

### Explanation of terms

The instructions below provide explanations of the terms used, definitions applied and the intent of the questions that comprise the Innovation Module of the Business Environment and Enterprise Performance Survey (BEEPS) 2012 instrument.

Section	Question/Variables	Instructions
Control information	A.0/a0	<i>Questionnaire module.</i> Self-explanatory.
Control information	A.23/a23 a23x	<i>Mode of implementation of the interview.</i> Self-explanatory.
Control information	A.14i/ a14id a14im a14iy a14ih a14imin	<i>Time when Innovation Module begins.</i> Self-explanatory.
Goods and services innovation	O.1a/ ECAo1a	<i>New products or services</i> as defined in H.1 above. Self-explanatory.
Goods and services	O.1b/ ECAo1bx	Main new or significantly improved product or service is defined in terms of sales in monetary value not volume – it is the new

innovation		product or service that brings in the most sales among all new products or services (if there is more than 1). Self-explanatory.
Goods and services innovation	<b>O.2/</b> <b>ECAo2a</b> <b>ECAo2b</b> <b>ECAo2c</b>	Main new or significantly improved product or service is defined as in O.1b. A product or service was new to the local market/country/international market in addition to being new to the establishment if the establishment was the only one producing or offering such a product or service in the local market/country/international market at the time the establishment introduced the product or service.
Goods and services innovation	<b>O.3/</b> <b>ECAo3a</b> <b>ECAo3b (M)</b> <b>ECAo3c (M)</b> <b>ECAo3d (M)</b> <b>ECAo3e</b> <b>ECAo3f</b> <b>ECAo3fx</b> <b>ECAo3g (C, R)</b>	<u>Comparison of the main new of significantly improved product or service with the closest product already produced by the establishment.</u> Self-explanatory.
Goods and services innovation	<b>O.4/</b> <b>ECAo4</b>	<u>Share of products or services introduced in the last three years in establishment's annual sales.</u> Self-explanatory.
Goods and services innovation	<b>O.5/</b> <b>ECAo5</b> <b>ECAo5x</b>	<u>Way in which the main new or significantly improved product or service was introduced.</u> Self-explanatory.
Goods and services innovation	<b>O.6/</b> <b>ECAo6</b>	An <b>invention</b> is a new composition, device, or process. An invention may be derived from a pre-existing model or idea, or it could be independently conceived in which case it may be a radical breakthrough. Patent as defined in O.23a. Know-how is practical knowledge of how to get something done.
Process innovation	<b>O.7/</b> <b>ECAo7a</b> <b>ECAo7b</b> <b>ECAo7c</b>	Process innovation is the implementation of a new or significantly improved production or delivery method. This includes significant changes in techniques, equipment and/or software. Production methods involve techniques, equipment and software used to produce goods or services. Delivery methods concern the logistics of the firm and encompass equipment, software and techniques to find and acquire inputs, allocate supplies within the firm, or deliver final products. The implementation of new or significantly improved information and communication technology (ICT) is a process innovation if it is intended to improve the efficiency and/or quality of an ancillary support activity.
Process	<b>O.8/</b>	Self-explanatory.

innovation	<b>ECAo8x</b>	
Process innovation	<b>O.9/ ECAo9a ECAo9b ECAo9c</b>	A production or delivery method was new to the local market/country/international market in addition to being new to the establishment if the establishment was the only one using such production or delivery method in the local market/country/international market at the time the establishment introduced the production or delivery method.
Process innovation	<b>O.10/ ECAo10a ECAo10b ECAo10c</b>	Changes in technique, machinery and equipment, software used. Self-explanatory.
Process innovation	<b>O.11/ ECAo11</b>	Self-explanatory.
Process innovation	<b>O.12/ ECAo12</b>	Invention, patent, know-how defined as in O.6.
Process innovation	<b>O.13(M)/ ECAo13</b>	Self-explanatory.
Organizational innovation	<b>O.14/ ECAo14a ECAo14b ECAo14c ECAo14d ECAo14e ECAo14f</b>	<u>New or significantly improved organizational structures or management practices</u> as defined in H.4 above. Self-explanatory. Organisational innovations deal primarily with people and the organisation of work implementation of an organisational method (in business practices, workplace organisation or external relations) that has not been used before in the firm and is the result of strategic decisions taken by management.
Marketing innovation	<b>O.15/ ECAo15a ECAo15b ECAo15c ECAo15d</b>	<u>New or significantly improved marketing methods</u> as defined in H.5 above. Self-explanatory.
Innovation activity	<b>O.16/ ECAo16</b>	<u>Research and development</u> is defined as creative work undertaken on a systematic basis in order to increase the stock of knowledge. Research and development is distinguished from market research and product testing by the presence of an appreciable element of novelty. So, for example, laboratory research for a new chemical compound of paint would be R&D while market research surveys or internet surfing would not be research and development.
Innovation activity	<b>O.17/ ECAo17</b>	<u>Spending on research development in the last completed fiscal year.</u> Research and development as defined in O.16. Includes all spending related to research and development (personnel costs, materials, etc.).
Innovation activity	<b>O.18/ ECAo18</b>	Research and development as defined in O.16.
Innovation activity	<b>O.19/ ECAo19</b>	Research and development as defined in O.16.
Acquisition of	<b>O.20/</b>	<u>Acquisition of external knowledge</u> and technology may be in the form

external knowledge and use of computers	<b>ECAo20</b>	of patents, non-patented inventions, licences, disclosures of know-how, trademarks, designs and patterns. It may also include computer services and other scientific and technical services for product and process innovation activities.
Acquisition of external knowledge and use of computers	<b>O.21/ ECAo21</b>	Self-explanatory.
Acquisition of external knowledge and use of computers	<b>O.22a/ ECAo22a</b>	<i>Percentage of establishment's employees regularly using personal computers (PCs) in their jobs.</i> Workforce includes all personnel, including administration and management. Only personal computers are included; automated machinery, Xerox machines, etc. should be excluded.
Acquisition of external knowledge and use of computers	<b>O.22b/ ECAo22b</b>	<i>Percentage of establishment's employees that regularly used personal computers (PCs) in their jobs three years ago.</i> As in O.22a.
Protection of innovation	<b>O.23a/ ECAo23a</b>	A <u>patent</u> protects new inventions and covers how things work, what they do, how they do it, what they are made of and how they are made. It gives the owner the right to prevent others from making, using, importing or selling the invention without permission. The invention must: <ul style="list-style-type: none"> <li>• be <b>new</b>,</li> <li>• have an <b>inventive step</b> that is not obvious to someone with knowledge and experience in the subject</li> <li>• be capable of being <b>made or used</b> in some kind of industry</li> <li>• <b>not</b> be: a scientific or mathematical discovery, theory or method, a literary, dramatic, musical or artistic work, a way of performing a mental act, playing a game or doing business, the presentation of information, or some computer programs, an animal or plant variety, a method of medical treatment or diagnosis or against public policy or morality.</li> </ul>
Protection of innovation	<b>O.23b/ ECAo23b</b>	Patent as defined in O.23a. <u>Trademark</u> is a distinctive sign or indicator used by an individual, business organization, or other legal entity to identify that the products or services to consumers with which the trademark appears originate from a unique source, and to distinguish its products or services from those of other entities. A trademark is typically a name, word, phrase, logo, symbol, design, image, or a combination of these elements. The owner of a registered trademark may commence legal proceedings for trademark infringement to prevent unauthorized use of that trademark.
Protection of innovation	<b>O.23c/ ECAo23c</b>	Self-explanatory.

Protection of innovation	<b>O.23d/ ECAo23d</b>	Self-explanatory. Re-registration of a trademark counts as being granted a trademark again.
Management practices	<b>R.1(M)/ ECAr1</b>	<u>Dealing with a process problem.</u> The question refers to the timing and frequency of process improvements in response to process problems, such as machinery break-down, human errors or failures in communication. Answer that best describes the management practices in the establishment should be chosen.
Management practices	<b>R.2(M)/ ECAr2</b>	<u>Number of production performance indicators monitored in the establishment.</u> Production performance indicators include, for example, volume of production (number of units produced), number of errors per 10000 units produced, greenhouse gas emissions in thousand tones of CO <sub>2</sub> /year, sulphur dioxide in thousand tones per year, nitrogen oxides in thousand tones per year, total energy use and energy intensity, total water used, hazardous/dangerous waste generated, non-hazardous/non-dangerous waste generated, number of production related incidents, etc.
Management practices	<b>R.6(M)/ ECAr6</b>	<u>Timescale of the establishment's production targets.</u> The purpose of the question is to find out whether short-term or long-term goals are the focus of the company and the relationship between the short-term and long-term production targets. Production targets can be defined in terms of units of products produced, percentage of products with errors etc. Answer that best describes the management practices in the establishment should be chosen. The main product is defined in terms of sales in monetary value not volume.
Management practices	<b>R.7(M)/ ECAr7</b>	<u>Assessment of the establishment's production targets.</u> The purpose of the question is to assess how demanding are the establishment's production targets. Answer that best describes the management practices in the establishment should be chosen.
Management practices	<b>R.8(M)/ ECAr8</b>	By <u>managers</u> we mean people who have responsibility for pay and promotion for at least one other employee. This excludes shift supervisors. Production targets as defined in ECAr6.
Management practices	<b>R.11(M)/ ECAr11</b>	<u>Performance bonus</u> is a form of payment to employees, which is related to the performance output of an employee. By <u>managers</u> we mean people who have responsibility for pay and promotion for at least one other employee. This excludes shift supervisors. Production targets as defined in ECAr6.
Management practices	<b>R.13(M)/ ECAr13</b>	<u>Performance bonus</u> is a form of payment to employees, which is related to the performance output of an employee. By <u>non-managers</u> we mean employees excluding managers as defined in ECAr11. Production targets as defined in ECAr6.
Management practices	<b>R.15(M)/ ECAr15</b>	The purpose of this question is to find out what happens to employees who do not meet expectations in their position. Answer that best describes the management practices in the establishment should be chosen.

Control information	<b>A.15i/ a15id a15im a15iy a15ih a15imin</b>	Time Innovation Module ends. Self-explanatory.
Control information	<b>A.24/ a24</b>	Self-explanatory.
Control information	<b>A.15a/ a15a1dx a15a2d ECAa15a4d A15a3d</b>	Self-explanatory.

## Appendix A. ISIC Rev.3.1 – Sectors included and excluded from the sample

Please find below the whole ISIC REV.3 structure.

For more information, please see: <http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=17>

The following codes correspond to each of the following sectors:

The correspondence between ISIC REV.3.1 and NACE REV.1.1 codes can be found in the following web site: <http://unstats.un.org/unsd/cr/registry/regso.asp?Ci=26&Lg=1>

A.4 Industry		Sampling sector a4a	Screener sector a4b
Manufacturing -Section D	Food	15	15
	Textiles	17	17
	Garments	18	18
	Chemicals	24	24
	Plastics & rubber	25	25
	Non metallic mineral products	26	26
	Basic metals	27	27
	Fabricated metal products	28	28
	Machinery and equipment	29	29
	Electronics (31 & 32)	31	31
	Other manufacturing	2	2
Service	Retail	52	52
Residual (core)	Wholesale	51	51
	IT	72	72
	Hotel and restaurants: section H	55	55
	Services of motor vehicles	50	50
	Construction Section F:	45	45
	Transport Section I: (60-64)	60	60

### ISIC Rev. 3.1 – Sectors included and excluded from the sample

In **RED** you will find the sectors excluded from the sample

In **GREEN** you will find all the included sectors.

- **A** - Agriculture, hunting and forestry
  - **01** - Agriculture, hunting and related service activities
  - **02** - Forestry, logging and related service activities
- **B** - Fishing
  - **05** - Fishing, aquaculture and service activities incidental to fishing
- **C** - Mining and quarrying
  - **10** - Mining of coal and lignite; extraction of peat

- 11 - Extraction of crude petroleum and natural gas; service activities incidental to oil and gas extraction, excluding surveying
  - 12 - Mining of uranium and thorium ores
  - 13 - Mining of metal ores
  - 14 - Other mining and quarrying
- D - Manufacturing
  - 15 - Manufacture of food products and beverages
  - 16 - Manufacture of tobacco products
  - 17 - Manufacture of textiles
  - 18 - Manufacture of wearing apparel; dressing and dyeing of fur
  - 19 - Tanning and dressing of leather; manufacture of luggage, handbags, saddlery, harness and footwear
  - 20 - Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials
  - 21 - Manufacture of paper and paper products
  - 22 - Publishing, printing and reproduction of recorded media
  - 23 - Manufacture of coke, refined petroleum products and nuclear fuel
  - 24 - Manufacture of chemicals and chemical products
  - 25 - Manufacture of rubber and plastics products
  - 26 - Manufacture of other non-metallic mineral products
  - 27 - Manufacture of basic metals
  - 28 - Manufacture of fabricated metal products, except machinery and equipment
  - 29 - Manufacture of machinery and equipment n.e.c.
  - 30 - Manufacture of office, accounting and computing machinery
  - 31 - Manufacture of electrical machinery and apparatus n.e.c.
  - 32 - Manufacture of radio, television and communication equipment and apparatus
  - 33 - Manufacture of medical, precision and optical instruments, watches and clocks
  - 34 - Manufacture of motor vehicles, trailers and semi-trailers
  - 35 - Manufacture of other transport equipment
  - 36 - Manufacture of furniture; manufacturing n.e.c.
  - 37 - Recycling
- E - Electricity, gas and water supply
  - 40 - Electricity, gas, steam and hot water supply
  - 41 - Collection, purification and distribution of water
- F - Construction
  - 45 - Construction
- G - Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods
  - 50 - Sale, maintenance and repair of motor vehicles and motorcycles; retail sale of automotive fuel
  - 51 - Wholesale trade and commission trade, except of motor vehicles and motorcycles
  - 52 - Retail trade, except of motor vehicles and motorcycles; repair of personal and household goods
- H - Hotels and restaurants
  - 55 - Hotels and restaurants
- I - Transport, storage and communications
  - 60 - Land transport; transport via pipelines
  - 61 - Water transport



- [62](#) - Air transport
- [63](#) - Supporting and auxiliary transport activities; activities of travel agencies
- [64](#) - Post and telecommunications
- [J](#) - Financial intermediation
  - [65](#) - Financial intermediation, except insurance and pension funding
  - [66](#) - Insurance and pension funding, except compulsory social security
  - [67](#) - Activities auxiliary to financial intermediation
- [K](#) - Real estate, renting and business activities
  - [70](#) - Real estate activities
  - [71](#) - Renting of machinery and equipment without operator and of personal and household goods
  - [72](#) - Computer and related activities
  - [73](#) - Research and development
  - [74](#) - Other business activities
- [L](#) - Public administration and defence; compulsory social security
  - [75](#) - Public administration and defence; compulsory social security
- [M](#) - Education
  - [80](#) - Education
- [N](#) - Health and social work
  - [85](#) - Health and social work
- [O](#) - Other community, social and personal service activities
  - [90](#) - Sewage and refuse disposal, sanitation and similar activities
  - [91](#) - Activities of membership organizations n.e.c.
  - [92](#) - Recreational, cultural and sporting activities
  - [93](#) - Other service activities
- [P](#) - Activities of private households as employers and undifferentiated production activities of private households
  - [95](#) - Activities of private households as employers of domestic staff
  - [96](#) - Undifferentiated goods-producing activities of private households for own use
  - [97](#) - Undifferentiated service-producing activities of private households for own use
- [Q](#) - Extraterritorial organizations and bodies
  - [99](#) - Extraterritorial organizations and bodies

## ISIC REV. 3.1 Rev. – Detailed structure

### 15 Division: 15 - Manufacture of food products and beverages

- [1511](#) - Production, processing and preserving of meat and meat products
- [1512](#) - Processing and preserving of fish and fish products
- [1513](#) - Processing and preserving of fruit and vegetables
- [1514](#) - Manufacture of vegetable and animal oils and fats
- [1520](#) - Manufacture of dairy products
- [1531](#) - Manufacture of grain mill products
- [1532](#) - Manufacture of starches and starch products
- [1533](#) - Manufacture of prepared animal feeds
- [1541](#) - Manufacture of bakery products

- [1542](#) - Manufacture of sugar
- [1543](#) - Manufacture of cocoa, chocolate and sugar confectionery
- [1544](#) - Manufacture of macaroni, noodles, couscous and similar farinaceous products
- [1549](#) - Manufacture of other food products n.e.c.
- [1551](#) - Distilling, rectifying and blending of spirits; ethyl alcohol production from fermented materials
- [1552](#) - Manufacture of wines
- [1553](#) - Manufacture of malt liquors and malt
- [1554](#) - Manufacture of soft drinks; production of mineral waters

**16 Division: 16 - Manufacture of tobacco products**

- [1600](#) - Manufacture of tobacco products

**17 Division: 17 - Manufacture of textiles**

- [1711](#) - Preparation and spinning of textile fibres; weaving of textiles
- [1712](#) - Finishing of textiles
- [1721](#) - Manufacture of made-up textile articles, except apparel
- [1722](#) - Manufacture of carpets and rugs
- [1723](#) - Manufacture of cordage, rope, twine and netting
- [1729](#) - Manufacture of other textiles n.e.c.
- [1730](#) - Manufacture of knitted and crocheted fabrics and articles

**18 Division: 18 - Manufacture of wearing apparel; dressing and dyeing of fur**

- [1810](#) - Manufacture of wearing apparel, except fur apparel
- [1820](#) - Dressing and dyeing of fur; manufacture of articles of fur

**19 Division: 19 - Tanning and dressing of leather; manufacture of luggage, handbags, saddlery, harness and footwear**

- [1911](#) - Tanning and dressing of leather
- [1912](#) - Manufacture of luggage, handbags and the like, saddlery and harness
- [1920](#) - Manufacture of footwear

**20 Division: 20 - Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials**

- [2010](#) - Sawmilling and planing of Wood
- [2021](#) - Manufacture of veneer sheets; manufacture of plywood, laminboard, particle board and other panels and boards
- [2022](#) - Manufacture of builders' carpentry and joinery

- [2023](#) - Manufacture of wooden containers
- [2029](#) - Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials

**21 Division: 21 - Manufacture of paper and paper products**

- [2101](#) - Manufacture of pulp, paper and paperboard
- [2102](#) - Manufacture of corrugated paper and paperboard and of containers of paper and paperboard
- [2109](#) - Manufacture of other articles of paper and paperboard

**22 Division: 22 - Publishing, printing and reproduction of recorded media**

- [2211](#) - Publishing of books, brochures and other publications
- [2212](#) - Publishing of newspapers, journals and periodicals
- [2213](#) - Publishing of music
- [2219](#) - Other publishing
- [2221](#) - Printing
- [2222](#) - Service activities related to printing
- [2230](#) - Reproduction of recorded media

**23 Division: 23 - Manufacture of coke, refined petroleum products and nuclear fuel**

- [2310](#) - Manufacture of coke oven products
- [2320](#) - Manufacture of refined petroleum products
- [2330](#) - Processing of nuclear fuel

**24 Division: 24 - Manufacture of chemicals and chemical products**

- [2411](#) - Manufacture of basic chemicals, except fertilizers and nitrogen compounds
- [2412](#) - Manufacture of fertilizers and nitrogen compounds
- [2413](#) - Manufacture of plastics in primary forms and of synthetic rubber
- [2421](#) - Manufacture of pesticides and other agrochemical products
- [2422](#) - Manufacture of paints, varnishes and similar coatings, printing ink and mastics
- [2423](#) - Manufacture of pharmaceuticals, medicinal chemicals and botanical products
- [2424](#) - Manufacture of soap and detergents, cleaning and polishing preparations, perfumes and toilet preparations
- [2429](#) - Manufacture of other chemical products n.e.c.
- [2430](#) - Manufacture of man-made fibres

**25 Division: 25 - Manufacture of rubber and plastics products**

- [2511](#) - Manufacture of rubber tyres and tubes; retreading and rebuilding of rubber tyres
- [2519](#) - Manufacture of other rubber products

- [2520](#) - Manufacture of plastics products

## **26 Division: 26 - Manufacture of other non-metallic mineral products**

- [2610](#) - Manufacture of glass and glass products
- [2691](#) - Manufacture of non-structural non-refractory ceramic ware
- [2692](#) - Manufacture of refractory ceramic products
- [2693](#) - Manufacture of structural non-refractory clay and ceramic products
- [2694](#) - Manufacture of cement, lime and plaster
- [2695](#) - Manufacture of articles of concrete, cement and plaster
- [2696](#) - Cutting, shaping and finishing of stone
- [2699](#) - Manufacture of other non-metallic mineral products n.e.c.

## **27 Division: 27 - Manufacture of basic metals**

- [2710](#) - Manufacture of basic iron and steel
- [2720](#) - Manufacture of basic precious and non-ferrous metals
- [2731](#) - Casting of iron and steel
- [2732](#) - Casting of non-ferrous metals

## **28 Division: 28 - Manufacture of fabricated metal products, except machinery and equipment**

- [2811](#) - Manufacture of structural metal products
- [2812](#) - Manufacture of tanks, reservoirs and containers of metal
- [2813](#) - Manufacture of steam generators, except central heating hot water boilers
- [2891](#) - Forging, pressing, stamping and roll-forming of metal; powder metallurgy
- [2892](#) - Treatment and coating of metals; general mechanical engineering on a fee or contract basis
- [2893](#) - Manufacture of cutlery, hand tools and general hardware
- [2899](#) - Manufacture of other fabricated metal products n.e.c.

## **29 Division: 29 - Manufacture of machinery and equipment n.e.c.**

- [2911](#) - Manufacture of engines and turbines, except aircraft, vehicle and cycle engines
- [2912](#) - Manufacture of pumps, compressors, taps and valves
- [2913](#) - Manufacture of bearings, gears, gearing and driving elements
- [2914](#) - Manufacture of ovens, furnaces and furnace burners
- [2915](#) - Manufacture of lifting and handling equipment
- [2919](#) - Manufacture of other general-purpose machinery
- [2921](#) - Manufacture of agricultural and forestry machinery
- [2922](#) - Manufacture of machine tools
- [2923](#) - Manufacture of machinery for metallurgy
- [2924](#) - Manufacture of machinery for mining, quarrying and construction
- [2925](#) - Manufacture of machinery for food, beverage and tobacco processing
- [2926](#) - Manufacture of machinery for textile, apparel and leather production

- [2927](#) - Manufacture of weapons and ammunition
- [2929](#) - Manufacture of other special-purpose machinery
- [2930](#) - Manufacture of domestic appliances n.e.c.

**30 Division: 30 - Manufacture of office, accounting and computing machinery**

- [3000](#) - Manufacture of office, accounting and computing machinery

**31 Division: 31 - Manufacture of electrical machinery and apparatus n.e.c.**

- [3110](#) - Manufacture of electric motors, generators and transformers
- [3120](#) - Manufacture of electricity distribution and control apparatus
- [3130](#) - Manufacture of insulated wire and cable
- [3140](#) - Manufacture of accumulators, primary cells and primary batteries
- [3150](#) - Manufacture of electric lamps and lighting equipment
- [3190](#) - Manufacture of other electrical equipment n.e.c.

**32 Division: 32 - Manufacture of radio, television and communication equipment and apparatus**

- [3210](#) - Manufacture of electronic valves and tubes and other electronic components
- [3220](#) - Manufacture of television and radio transmitters and apparatus for line telephony and line telegraphy
- [3230](#) - Manufacture of television and radio receivers, sound or video recording or reproducing apparatus, and associated goods

**33 Division: 33 - Manufacture of medical, precision and optical instruments, watches and clocks**

- [3311](#) - Manufacture of medical and surgical equipment and orthopaedic appliances
- [3312](#) - Manufacture of instruments and appliances for measuring, checking, testing, navigating and other purposes, except industrial process control equipment
- [3313](#) - Manufacture of industrial process control equipment
- [3320](#) - Manufacture of optical instruments and photographic equipment
- [3330](#) - Manufacture of watches and clocks

**34 Division: 34 - Manufacture of motor vehicles, trailers and semi-trailers**

- [3410](#) - Manufacture of motor vehicles
- [3420](#) - Manufacture of bodies (coachwork) for motor vehicles; manufacture of trailers and semi-trailers
- [3430](#) - Manufacture of parts and accessories for motor vehicles and their engines

**35 Division: 35 - Manufacture of other transport equipment**

- [3511](#) - Building and repairing of ships
- [3512](#) - Building and repairing of pleasure and sporting boats
- [3520](#) - Manufacture of railway and tramway locomotives and rolling stock
- [3530](#) - Manufacture of aircraft and spacecraft
- [3591](#) - Manufacture of motorcycles
- [3592](#) - Manufacture of bicycles and invalid carriages
- [3599](#) - Manufacture of other transport equipment n.e.c.

**36 Division: 36 - Manufacture of furniture; manufacturing n.e.c.**

- [3610](#) - Manufacture of furniture
- [3691](#) - Manufacture of jewellery and related articles
- [3692](#) - Manufacture of musical instruments
- [3693](#) - Manufacture of sports goods
- [3694](#) - Manufacture of games and toys
- [3699](#) - Other manufacturing n.e.c.

**37 Division: 37 - Recycling.**

- [3710](#) - Recycling of metal waste and scrap
- [3720](#) - Recycling of non-metal waste and scrap

**45 Division: 45 – Construction**

- [4510](#) - Site preparation
- [4520](#) - Building of complete constructions or parts thereof; civil engineering
- [4530](#) - Building installation
- [4540](#) - Building completion
- [4550](#) - Renting of construction or demolition equipment with operator

**50 Division: 50 - Sale, maintenance and repair of motor vehicles and motorcycles; retail sale of automotive fuel**

- [5010](#) - Sale of motor vehicles
- [5020](#) - Maintenance and repair of motor vehicles
- [5030](#) - Sale of motor vehicle parts and accessories
- [5040](#) - Sale, maintenance and repair of motorcycles and related parts and accessories
- [5050](#) - Retail sale of automotive fuel

**51 Division: 51 - Wholesale trade and commission trade, except of motor vehicles and motorcycles**

- [5110](#) - Wholesale on a fee or contract basis

- [5121](#) - Wholesale of agricultural raw materials and live animals
- [5122](#) - Wholesale of food, beverages and tobacco
- [5131](#) - Wholesale of textiles, clothing and footwear
- [5139](#) - Wholesale of other household goods
- [5141](#) - Wholesale of solid, liquid and gaseous fuels and related products
- [5142](#) - Wholesale of metals and metal ores
- [5143](#) - Wholesale of construction materials, hardware, plumbing and heating equipment and supplies
- [5149](#) - Wholesale of other intermediate products, waste and scrap
- [5151](#) - Wholesale of computers, computer peripheral equipment and software
- [5152](#) - Wholesale of electronic and telecommunications parts and equipment
- [5159](#) - Wholesale of other machinery, equipment and supplies
- [5190](#) - Other wholesale

## **52 Division: 52 - Retail trade, except of motor vehicles and motorcycles; repair of personal and household goods**

- [5211](#) - Retail sale in non-specialized stores with food, beverages or tobacco predominating
- [5219](#) - Other retail sale in non-specialized stores
- [5220](#) - Retail sale of food, beverages and tobacco in specialized stores
- [5231](#) - Retail sale of pharmaceutical and medical goods, cosmetic and toilet articles
- [5232](#) - Retail sale of textiles, clothing, footwear and leather goods
- [5233](#) - Retail sale of household appliances, articles and equipment
- [5234](#) - Retail sale of hardware, paints and glass
- [5239](#) - Other retail sale in specialized stores
- [5240](#) - Retail sale of second-hand goods in stores
- [5251](#) - Retail sale via mail order houses
- [5252](#) - Retail sale via stalls and markets
- [5259](#) - Other non-store retail sale
- [5260](#) - Repair of personal and household goods

## **55 Division: 55 - Hotels and restaurants**

- [5510](#) - Hotels; camping sites and other provision of short-stay accommodation
- [5520](#) - Restaurants, bars and canteens

**60 Division: 60 - Land transport; transport via pipelines**

- [6010](#) - Transport via railways
- [6021](#) - Other scheduled passenger land transport
- [6022](#) - Other non-scheduled passenger land transport
- [6023](#) - Freight transport by road
- [6030](#) - Transport via pipelines

**61 Division: 61 - Water transport**

- [6110](#) - Sea and coastal water transport
- [6120](#) - Inland water transport

**62 Division: 62 - Air transport**

- [6210](#) - Scheduled air transport
- [6220](#) - Non-scheduled air transport

**63 Division: 63 - Supporting and auxiliary transport activities; activities of travel agencies**

- [6301](#) - Cargo handling
- [6302](#) - Storage and warehousing
- [6303](#) - Other supporting transport activities
- [6304](#) - Activities of travel agencies and tour operators; tourist assistance activities n.e.c.
- [6309](#) - Activities of other transport agencies

**64 Division: 64 - Post and telecommunications**

- [6411](#) - National post activities
- [6412](#) - Courier activities other than national post activities
- 6420 – Wired and wireless telecommunications

**72 Division: 72 - Computer and related activities**

- [7210](#) - Hardware consultancy
- [7221](#) - Software publishing
- [7229](#) - Other software consultancy and supply
- [7230](#) - Data processing
- [7240](#) - Database activities and online distribution of electronic content
- [7250](#) - Maintenance and repair of office, accounting and computing machinery
- [7290](#) - Other computer-related activities



## Appendix B. NACE Rev. 2 – Sectors included and excluded from the sample

Please find below the whole NACE Rev. 2 structure.

For more information, please see:

[http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST\\_NOM\\_DTL&StrNom=NACE\\_REV2&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC](http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=NACE_REV2&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC)

The correspondence between ISIC Rev. 4 and NACE Rev. 2 codes can be found in the following web site: <http://unstats.un.org/unsd/cr/registry/regso.asp?Ci=70>

### NACE Rev. 2 – Sectors included and excluded from the sample

In **RED** you will find the sectors excluded from the sample

In **GREEN** you will find all the included sectors.

Code	Description
<b>A</b>	<b>AGRICULTURE, FORESTRY AND FISHING</b>
1	Crop and animal production, hunting and related service activities
2	Forestry and logging
3	Fishing and aquaculture
<b>B</b>	<b>MINING AND QUARRYING</b>
5	Mining of coal and lignite
6	Extraction of crude petroleum and natural gas
7	Mining of metal ores
8	Other mining and quarrying
9	Mining support service activities
<b>C</b>	<b>MANUFACTURING</b>
10	Manufacture of food products
11	Manufacture of beverages
12	Manufacture of tobacco products
13	Manufacture of textiles
14	Manufacture of wearing apparel
15	Manufacture of leather and related products
16	Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials
17	Manufacture of paper and paper products
18	Printing and reproduction of recorded media
19	Manufacture of coke and refined petroleum products
20	Manufacture of chemicals and chemical products
21	Manufacture of basic pharmaceutical products and pharmaceutical preparations
22	Manufacture of rubber and plastic products
23	Manufacture of other non-metallic mineral products

24	Manufacture of basic metals
25	Manufacture of fabricated metal products, except machinery and equipment
26	Manufacture of computer, electronic and optical products
27	Manufacture of electrical equipment
28	Manufacture of machinery and equipment n.e.c.
29	Manufacture of motor vehicles, trailers and semi-trailers
30	Manufacture of other transport equipment
31	Manufacture of furniture
32	Other manufacturing
33	Repair and installation of machinery and equipment
D	<b>ELECTRICITY, GAS, STEAM AND AIR CONDITIONING SUPPLY</b>
35	Electricity, gas, steam and air conditioning supply
	<b>WATER SUPPLY; SEWERAGE, WASTE MANAGEMENT AND REMEDIATION</b>
E	<b>ACTIVITIES</b>
36	Water collection, treatment and supply
37	Sewerage
38	Waste collection, treatment and disposal activities; materials recovery
39	Remediation activities and other waste management services
F	<b>CONSTRUCTION</b>
41	Construction of buildings
42	Civil engineering
43	Specialised construction activities
	<b>WHOLESALE AND RETAIL TRADE; REPAIR OF MOTOR VEHICLES AND</b>
G	<b>MOTORCYCLES</b>
45	Wholesale and retail trade and repair of motor vehicles and motorcycles
46	Wholesale trade, except of motor vehicles and motorcycles
47	Retail trade, except of motor vehicles and motorcycles
H	<b>TRANSPORTATION AND STORAGE</b>
49	Land transport and transport via pipelines
50	Water transport
51	Air transport
52	Warehousing and support activities for transportation
53	Postal and courier activities
I	<b>ACCOMMODATION AND FOOD SERVICE ACTIVITIES</b>
55	Accommodation
56	Food and beverage service activities
J	<b>INFORMATION AND COMMUNICATION</b>
58	Publishing activities
	Motion picture, video and television programme production, sound recording
59	and music publishing activities
60	Programming and broadcasting activities

61	Telecommunications
62	Computer programming, consultancy and related activities
63	Information service activities
K	FINANCIAL AND INSURANCE ACTIVITIES
64	Financial service activities, except insurance and pension funding
65	Insurance, reinsurance and pension funding, except compulsory social security
66	Activities auxiliary to financial services and insurance activities
L	REAL ESTATE ACTIVITIES
68	Real estate activities
M	PROFESSIONAL, SCIENTIFIC AND TECHNICAL ACTIVITIES
69	Legal and accounting activities
70	Activities of head offices; management consultancy activities
71	Architectural and engineering activities; technical testing and analysis
72	Scientific research and development
73	Advertising and market research
74	Other professional, scientific and technical activities
75	Veterinary activities
N	ADMINISTRATIVE AND SUPPORT SERVICE ACTIVITIES
77	Rental and leasing activities
78	Employment activities
79	Travel agency, tour operator and other reservation service and related activities
80	Security and investigation activities
81	Services to buildings and landscape activities
82	Office administrative, office support and other business support activities
O	PUBLIC ADMINISTRATION AND DEFENCE; COMPULSORY SOCIAL SECURITY
84	Public administration and defence; compulsory social security
P	EDUCATION
85	Education
Q	HUMAN HEALTH AND SOCIAL WORK ACTIVITIES
86	Human health activities
87	Residential care activities
88	Social work activities without accommodation
R	ARTS, ENTERTAINMENT AND RECREATION
90	Creative, arts and entertainment activities
91	Libraries, archives, museums and other cultural activities
92	Gambling and betting activities
93	Sports activities and amusement and recreation activities
S	OTHER SERVICE ACTIVITIES
94	Activities of membership organisations
95	Repair of computers and personal and household goods
96	Other personal service activities

	ACTIVITIES OF HOUSEHOLDS AS EMPLOYERS; UNDIFFERENTIATED GOODS- AND SERVICES-PRODUCING ACTIVITIES OF HOUSEHOLDS FOR OWN USE
T	
97	Activities of households as employers of domestic personnel
	Undifferentiated goods- and services-producing activities of private households
98	for own use
U	ACTIVITIES OF EXTRATERRITORIAL ORGANISATIONS AND BODIES
99	Activities of extraterritorial organisations and bodies

## NACE Rev. 2 – Detailed structure

Code	Description
<b>10</b>	<b>Manufacture of food products</b>
1011	Processing and preserving of meat
1012	Processing and preserving of poultry meat
1013	Production of meat and poultry meat products
1020	Processing and preserving of fish, crustaceans and molluscs
1031	Processing and preserving of potatoes
1032	Manufacture of fruit and vegetable juice
1039	Other processing and preserving of fruit and vegetables
1041	Manufacture of oils and fats
1042	Manufacture of margarine and similar edible fats
1051	Operation of dairies and cheese making
1052	Manufacture of ice cream
1061	Manufacture of grain mill products
1062	Manufacture of starches and starch products
1071	Manufacture of bread; manufacture of fresh pastry goods and cakes
1072	Manufacture of rusks and biscuits; manufacture of preserved pastry goods and cakes
1073	Manufacture of macaroni, noodles, couscous and similar farinaceous products
1081	Manufacture of sugar
1082	Manufacture of cocoa, chocolate and sugar confectionery
1083	Processing of tea and coffee
1084	Manufacture of condiments and seasonings
1085	Manufacture of prepared meals and dishes
1086	Manufacture of homogenised food preparations and dietetic food
1089	Manufacture of other food products n.e.c.
1091	Manufacture of prepared feeds for farm animals
1092	Manufacture of prepared pet foods
<b>11</b>	<b>Manufacture of beverages</b>
1101	Distilling, rectifying and blending of spirits
1102	Manufacture of wine from grape

- 1103 Manufacture of cider and other fruit wines
- 1104 Manufacture of other non-distilled fermented beverages
- 1105 Manufacture of beer
- 1106 Manufacture of malt
- 1107 Manufacture of soft drinks; production of mineral waters and other bottled waters

**12 Manufacture of tobacco products**

- 1200 Manufacture of tobacco products

**13 Manufacture of textiles**

- 1310 Preparation and spinning of textile fibres
- 1320 Weaving of textiles
- 1330 Finishing of textiles
- 1391 Manufacture of knitted and crocheted fabrics
- 1392 Manufacture of made-up textile articles, except apparel
- 1393 Manufacture of carpets and rugs
- 1394 Manufacture of cordage, rope, twine and netting
- 1395 Manufacture of non-wovens and articles made from non-wovens, except apparel
- 1396 Manufacture of other technical and industrial textiles
- 1399 Manufacture of other textiles n.e.c.

**14 Manufacture of wearing apparel**

- 1411 Manufacture of leather clothes
- 1412 Manufacture of workwear
- 1413 Manufacture of other outerwear
- 1414 Manufacture of underwear
- 1419 Manufacture of other wearing apparel and accessories
- 1420 Manufacture of articles of fur
- 1431 Manufacture of knitted and crocheted hosiery
- 1439 Manufacture of other knitted and crocheted apparel

**15 Manufacture of leather and related products**

- 1511 Tanning and dressing of leather; dressing and dyeing of fur
- 1512 Manufacture of luggage, handbags and the like, saddlery and harness
- 1520 Manufacture of footwear

**16 Manufacture of wood and of products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials**

- 1610 Sawmilling and planing of wood
- 1621 Manufacture of veneer sheets and wood-based panels
- 1622 Manufacture of assembled parquet floors
- 1623 Manufacture of other builders' carpentry and joinery

- 1624 Manufacture of wooden containers
- 1629 Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials

- 17      Manufacture of paper and paper products**
- 1711      Manufacture of pulp
  - 1712      Manufacture of paper and paperboard
  - 1721      Manufacture of corrugated paper and paperboard and of containers of paper and paperboard
  - 1722      Manufacture of household and sanitary goods and of toilet requisites
  - 1723      Manufacture of paper stationery
  - 1724      Manufacture of wallpaper
  - 1729      Manufacture of other articles of paper and paperboard
- 18      Printing and reproduction of recorded media**
- 1811      Printing of newspapers
  - 1812      Other printing
  - 1813      Pre-press and pre-media services
  - 1814      Binding and related services
  - 1820      Reproduction of recorded media
- 19      Manufacture of coke and refined petroleum products**
- 1910      Manufacture of coke oven products
  - 1920      Manufacture of refined petroleum products
- 20      Manufacture of chemicals and chemical products**
- 2011      Manufacture of industrial gases
  - 2012      Manufacture of dyes and pigments
  - 2013      Manufacture of other inorganic basic chemicals
  - 2014      Manufacture of other organic basic chemicals
  - 2015      Manufacture of fertilisers and nitrogen compounds
  - 2016      Manufacture of plastics in primary forms
  - 2017      Manufacture of synthetic rubber in primary forms
  - 2020      Manufacture of pesticides and other agrochemical products
  - 2030      Manufacture of paints, varnishes and similar coatings, printing ink and mastics
  - 2041      Manufacture of soap and detergents, cleaning and polishing preparations
  - 2042      Manufacture of perfumes and toilet preparations
  - 2051      Manufacture of explosives
  - 2052      Manufacture of glues
  - 2053      Manufacture of essential oils
  - 2059      Manufacture of other chemical products n.e.c.
  - 2060      Manufacture of man-made fibres
- 21      Manufacture of basic pharmaceutical products and pharmaceutical preparations**
- 2110      Manufacture of basic pharmaceutical products
  - 2120      Manufacture of pharmaceutical preparations

**22            Manufacture of rubber and plastic products**

- 2211    Manufacture of rubber tyres and tubes; retreading and rebuilding of rubber tyres
- 2219    Manufacture of other rubber products
- 2221    Manufacture of plastic plates, sheets, tubes and profiles
- 2222    Manufacture of plastic packing goods
- 2223    Manufacture of builders' ware of plastic
- 2229    Manufacture of other plastic products

**23            Manufacture of other non-metallic mineral products**

- 2311    Manufacture of flat glass
- 2312    Shaping and processing of flat glass
- 2313    Manufacture of hollow glass
- 2314    Manufacture of glass fibres
- 2319    Manufacture and processing of other glass, including technical glassware
- 2320    Manufacture of refractory products
- 2331    Manufacture of ceramic tiles and flags
- 2332    Manufacture of bricks, tiles and construction products, in baked clay
- 2341    Manufacture of ceramic household and ornamental articles
- 2342    Manufacture of ceramic sanitary fixtures
- 2343    Manufacture of ceramic insulators and insulating fittings
- 2344    Manufacture of other technical ceramic products
- 2349    Manufacture of other ceramic products
- 2351    Manufacture of cement
- 2352    Manufacture of lime and plaster
- 2361    Manufacture of concrete products for construction purposes
- 2362    Manufacture of plaster products for construction purposes
- 2363    Manufacture of ready-mixed concrete
- 2364    Manufacture of mortars
- 2365    Manufacture of fibre cement
- 2369    Manufacture of other articles of concrete, plaster and cement
- 2370    Cutting, shaping and finishing of stone
- 2391    Production of abrasive products
- 2399    Manufacture of other non-metallic mineral products n.e.c.



**24        Manufacture of basic metals**

- 2410        Manufacture of basic iron and steel and of ferro-alloys
- 2420        Manufacture of tubes, pipes, hollow profiles and related fittings, of steel
- 2431        Cold drawing of bars
- 2432        Cold rolling of narrow strip
- 2433        Cold forming or folding
- 2434        Cold drawing of wire
- 2441        Precious metals production
- 2442        Aluminium production
- 2443        Lead, zinc and tin production
- 2444        Copper production
- 2445        Other non-ferrous metal production
- 2446        Processing of nuclear fuel
- 2451        Casting of iron
- 2452        Casting of steel
- 2453        Casting of light metals
- 2454        Casting of other non-ferrous metals

**25        Manufacture of fabricated metal products, except machinery and equipment**

- 2511        Manufacture of metal structures and parts of structures
- 2512        Manufacture of doors and windows of metal
- 2521        Manufacture of central heating radiators and boilers
- 2529        Manufacture of other tanks, reservoirs and containers of metal
- 2530        Manufacture of steam generators, except central heating hot water boilers
- 2540        Manufacture of weapons and ammunition
- 2550        Forging, pressing, stamping and roll-forming of metal; powder metallurgy
- 2561        Treatment and coating of metals
- 2562        Machining
- 2571        Manufacture of cutlery
- 2572        Manufacture of locks and hinges
- 2573        Manufacture of tools
- 2591        Manufacture of steel drums and similar containers
- 2592        Manufacture of light metal packaging
- 2593        Manufacture of wire products, chain and springs
- 2594        Manufacture of fasteners and screw machine products
- 2599        Manufacture of other fabricated metal products n.e.c.

**26            Manufacture of computer, electronic and optical products**

- 2611    Manufacture of electronic components
- 2612    Manufacture of loaded electronic boards
- 2620    Manufacture of computers and peripheral equipment
- 2630    Manufacture of communication equipment
- 2640    Manufacture of consumer electronics
- 2651    Manufacture of instruments and appliances for measuring, testing and navigation
- 2652    Manufacture of watches and clocks
- 2660    Manufacture of irradiation, electromedical and electrotherapeutic equipment
- 2670    Manufacture of optical instruments and photographic equipment
- 2680    Manufacture of magnetic and optical media

**27            Manufacture of electrical equipment**

- 2711    Manufacture of electric motors, generators and transformers
- 2712    Manufacture of electricity distribution and control apparatus
- 2720    Manufacture of batteries and accumulators
- 2731    Manufacture of fibre optic cables
- 2732    Manufacture of other electronic and electric wires and cables
- 2733    Manufacture of wiring devices
- 2740    Manufacture of electric lighting equipment
- 2751    Manufacture of electric domestic appliances
- 2752    Manufacture of non-electric domestic appliances
- 2790    Manufacture of other electrical equipment

- 28      **Manufacture of machinery and equipment n.e.c.****
- 2811      Manufacture of engines and turbines, except aircraft, vehicle and cycle engines
- 2812      Manufacture of fluid power equipment
- 2813      Manufacture of other pumps and compressors
- 2814      Manufacture of other taps and valves
- 2815      Manufacture of bearings, gears, gearing and driving elements
- 2821      Manufacture of ovens, furnaces and furnace burners
- 2822      Manufacture of lifting and handling equipment
- 2823      Manufacture of office machinery and equipment (except computers and peripheral equipment)
- 2824      Manufacture of power-driven hand tools
- 2825      Manufacture of non-domestic cooling and ventilation equipment
- 2829      Manufacture of other general-purpose machinery n.e.c.
- 2830      Manufacture of agricultural and forestry machinery
- 2841      Manufacture of metal forming machinery
- 2849      Manufacture of other machine tools
- 2891      Manufacture of machinery for metallurgy
- 2892      Manufacture of machinery for mining, quarrying and construction
- 2893      Manufacture of machinery for food, beverage and tobacco processing
- 2894      Manufacture of machinery for textile, apparel and leather production
- 2895      Manufacture of machinery for paper and paperboard production
- 2896      Manufacture of plastics and rubber machinery
- 2899      Manufacture of other special-purpose machinery n.e.c.
- 29      **Manufacture of motor vehicles, trailers and semi-trailers****
- 2910      Manufacture of motor vehicles
- 2920      Manufacture of bodies (coachwork) for motor vehicles; manufacture of trailers and semi-trailers
- 2931      Manufacture of electrical and electronic equipment for motor vehicles
- 2932      Manufacture of other parts and accessories for motor vehicles
- 30      **Manufacture of other transport equipment****
- 3011      Building of ships and floating structures
- 3012      Building of pleasure and sporting boats
- 3020      Manufacture of railway locomotives and rolling stock
- 3030      Manufacture of air and spacecraft and related machinery
- 3040      Manufacture of military fighting vehicles
- 3091      Manufacture of motorcycles
- 3092      Manufacture of bicycles and invalid carriages
- 3099      Manufacture of other transport equipment n.e.c.

- 31            **Manufacture of furniture****
  - 3101        Manufacture of office and shop furniture
  - 3102        Manufacture of kitchen furniture
  - 3103        Manufacture of mattresses
  - 3109        Manufacture of other furniture
  
- 32            **Other manufacturing****
  - 3211        Striking of coins
  - 3212        Manufacture of jewellery and related articles
  - 3213        Manufacture of imitation jewellery and related articles
  - 3220        Manufacture of musical instruments
  - 3230        Manufacture of sports goods
  - 3240        Manufacture of games and toys
  - 3250        Manufacture of medical and dental instruments and supplies
  - 3291        Manufacture of brooms and brushes
  - 3299        Other manufacturing n.e.c.
  
- 33            **Repair and installation of machinery and equipment****
  - 3311        Repair of fabricated metal products
  - 3312        Repair of machinery
  - 3313        Repair of electronic and optical equipment
  - 3314        Repair of electrical equipment
  - 3315        Repair and maintenance of ships and boats
  - 3316        Repair and maintenance of aircraft and spacecraft
  - 3317        Repair and maintenance of other transport equipment
  - 3319        Repair of other equipment
  - 3320        Installation of industrial machinery and equipment
  
- 38            **Waste collection, treatment and disposal activities; materials recovery****
  - 3811        Collection of non-hazardous waste
  - 3812        Collection of hazardous waste
  - 3821        Treatment and disposal of non-hazardous waste
  - 3822        Treatment and disposal of hazardous waste
  - 3831        Dismantling of wrecks
  - 3832        Recovery of sorted materials
  
- 41            **Construction of buildings****
  - 4110        Development of building projects
  - 4120        Construction of residential and non-residential buildings

**42 Civil engineering**

- 4211 Construction of roads and motorways
- 4212 Construction of railways and underground railways
- 4213 Construction of bridges and tunnels
- 4221 Construction of utility projects for fluids
- 4222 Construction of utility projects for electricity and telecommunications
- 4291 Construction of water projects
- 4299 Construction of other civil engineering projects n.e.c.

**43 Specialised construction activities**

- 4311 Demolition
- 4312 Site preparation
- 4313 Test drilling and boring
- 4321 Electrical installation
- 4322 Plumbing, heat and air-conditioning installation
- 4329 Other construction installation
- 4331 Plastering
- 4332 Joinery installation
- 4333 Floor and wall covering
- 4334 Painting and glazing
- 4339 Other building completion and finishing
- 4391 Roofing activities
- 4399 Other specialised construction activities n.e.c.

**45 Wholesale and retail trade and repair of motor vehicles and motorcycles**

- 4511 Sale of cars and light motor vehicles
- 4519 Sale of other motor vehicles
- 4520 Maintenance and repair of motor vehicles
- 4531 Wholesale trade of motor vehicle parts and accessories
- 4532 Retail trade of motor vehicle parts and accessories
- 4540 Sale, maintenance and repair of motorcycles and related parts and accessories

**46 Wholesale trade, except of motor vehicles and motorcycles**

- 4611 Agents involved in the sale of agricultural raw materials, live animals, textile raw materials and semi-finished goods
- 4612 Agents involved in the sale of fuels, ores, metals and industrial chemicals
- 4613 Agents involved in the sale of timber and building materials
- 4614 Agents involved in the sale of machinery, industrial equipment, ships and aircraft
- 4615 Agents involved in the sale of furniture, household goods, hardware and ironmongery
  
- 4616 Agents involved in the sale of textiles, clothing, fur, footwear and leather goods
- 4617 Agents involved in the sale of food, beverages and tobacco
- 4618 Agents specialised in the sale of other particular products

4619	Agents involved in the sale of a variety of goods
4621	Wholesale of grain, unmanufactured tobacco, seeds and animal feeds
4622	Wholesale of flowers and plants
4623	Wholesale of live animals
4624	Wholesale of hides, skins and leather
4631	Wholesale of fruit and vegetables
4632	Wholesale of meat and meat products
4633	Wholesale of dairy products, eggs and edible oils and fats
4634	Wholesale of beverages
4635	Wholesale of tobacco products
4636	Wholesale of sugar and chocolate and sugar confectionery
4637	Wholesale of coffee, tea, cocoa and spices
4638	Wholesale of other food, including fish, crustaceans and molluscs
4639	Non-specialised wholesale of food, beverages and tobacco
4641	Wholesale of textiles
4642	Wholesale of clothing and footwear
4643	Wholesale of electrical household appliances
4644	Wholesale of china and glassware and cleaning materials
4645	Wholesale of perfume and cosmetics
4646	Wholesale of pharmaceutical goods
4647	Wholesale of furniture, carpets and lighting equipment
4648	Wholesale of watches and jewellery
4649	Wholesale of other household goods
4651	Wholesale of computers, computer peripheral equipment and software
4652	Wholesale of electronic and telecommunications equipment and parts
4661	Wholesale of agricultural machinery, equipment and supplies
4662	Wholesale of machine tools
4663	Wholesale of mining, construction and civil engineering machinery
4664	Wholesale of machinery for the textile industry and of sewing and knitting machines
4665	Wholesale of office furniture
4666	Wholesale of other office machinery and equipment
4669	Wholesale of other machinery and equipment
4671	Wholesale of solid, liquid and gaseous fuels and related products
4672	Wholesale of metals and metal ores
4673	Wholesale of wood, construction materials and sanitary equipment
4674	Wholesale of hardware, plumbing and heating equipment and supplies
4675	Wholesale of chemical products
4676	Wholesale of other intermediate products
4677	Wholesale of waste and scrap
4690	Non-specialised wholesale trade

- 47 Retail trade, except of motor vehicles and motorcycles**
- 4711 Retail sale in non-specialised stores with food, beverages or tobacco predominating
  - 4719 Other retail sale in non-specialised stores
  - 4721 Retail sale of fruit and vegetables in specialised stores
  - 4722 Retail sale of meat and meat products in specialised stores
  - 4723 Retail sale of fish, crustaceans and molluscs in specialised stores
  - 4724 Retail sale of bread, cakes, flour confectionery and sugar confectionery in specialised stores
  - 4725 Retail sale of beverages in specialised stores
  - 4726 Retail sale of tobacco products in specialised stores
  - 4729 Other retail sale of food in specialised stores
  - 4730 Retail sale of automotive fuel in specialised stores
  - 4741 Retail sale of computers, peripheral units and software in specialised stores
  - 4742 Retail sale of telecommunications equipment in specialised stores
  - 4743 Retail sale of audio and video equipment in specialised stores
  - 4751 Retail sale of textiles in specialised stores
  - 4752 Retail sale of hardware, paints and glass in specialised stores
  - 4753 Retail sale of carpets, rugs, wall and floor coverings in specialised stores
  - 4754 Retail sale of electrical household appliances in specialised stores
  - 4759 Retail sale of furniture, lighting equipment and other household articles in specialised stores
  - 4761 Retail sale of books in specialised stores
  - 4762 Retail sale of newspapers and stationery in specialised stores
  - 4763 Retail sale of music and video recordings in specialised stores
  - 4764 Retail sale of sporting equipment in specialised stores
  - 4765 Retail sale of games and toys in specialised stores
  - 4771 Retail sale of clothing in specialised stores
  - 4772 Retail sale of footwear and leather goods in specialised stores
  - 4773 Dispensing chemist in specialised stores
  - 4774 Retail sale of medical and orthopaedic goods in specialised stores
  - 4775 Retail sale of cosmetic and toilet articles in specialised stores
  - 4776 Retail sale of flowers, plants, seeds, fertilisers, pet animals and pet food in specialised stores
  - 4777 Retail sale of watches and jewellery in specialised stores
  - 4778 Other retail sale of new goods in specialised stores
  - 4779 Retail sale of second-hand goods in stores
  - 4781 Retail sale via stalls and markets of food, beverages and tobacco products
  - 4782 Retail sale via stalls and markets of textiles, clothing and footwear
  - 4789 Retail sale via stalls and markets of other goods
  - 4791 Retail sale via mail order houses or via Internet
  - 4799 Other retail sale not in stores, stalls or markets

- 49 Land transport and transport via pipelines**
- 4910 Passenger rail transport, interurban
- 4920 Freight rail transport
- 4931 Urban and suburban passenger land transport
- 4932 Taxi operation
- 4939 Other passenger land transport n.e.c.
- 4941 Freight transport by road
- 4942 Removal services
- 4950 Transport via pipeline
  
- 50 Water transport**
- 5010 Sea and coastal passenger water transport
- 5020 Sea and coastal freight water transport
- 5030 Inland passenger water transport
- 5040 Inland freight water transport
  
- 51 Air transport**
- 5110 Passenger air transport
- 5121 Freight air transport
- 5122 Space transport
  
- 52 Warehousing and support activities for transportation**
- 5210 Warehousing and storage
- 5221 Service activities incidental to land transportation
- 5222 Service activities incidental to water transportation
- 5223 Service activities incidental to air transportation
- 5224 Cargo handling
- 5229 Other transportation support activities
  
- 53 Postal and courier activities**
- 5310 Postal activities under universal service obligation
- 5320 Other postal and courier activities
  
- 55 Accommodation**
- 5510 Hotels and similar accommodation
- 5520 Holiday and other short-stay accommodation
- 5530 Camping grounds, recreational vehicle parks and trailer parks
- 5590 Other accommodation



- 56 Food and beverage service activities**
- 5610 Restaurants and mobile food service activities
  - 5621 Event catering activities
  - 5629 Other food service activities
  - 5630 Beverage serving activities
- 58 Publishing activities**
- 5811 Book publishing
  - 5812 Publishing of directories and mailing lists
  - 5813 Publishing of newspapers
  - 5814 Publishing of journals and periodicals
  - 5819 Other publishing activities
  - 5821 Publishing of computer games
  - 5829 Other software publishing
- 59 Motion picture, video and television programme production, sound recording and music publishing activities**
- 5911 Motion picture, video and television programme production activities
  - 5912 Motion picture, video and television programme post-production activities
  - 5913 Motion picture, video and television programme distribution activities
  - 5914 Motion picture projection activities
  - 5920 Sound recording and music publishing activities
- 60 Programming and broadcasting activities**
- 6010 Radio broadcasting
  - 6020 Television programming and broadcasting activities
- 61 Telecommunications**
- 6110 Wired telecommunications activities
  - 6120 Wireless telecommunications activities
  - 6130 Satellite telecommunications activities
  - 6190 Other telecommunications activities
- 62 Computer programming, consultancy and related activities**
- 6201 Computer programming activities
  - 6202 Computer consultancy activities
  - 6203 Computer facilities management activities
  - 6209 Other information technology and computer service activities

- 63 Information service activities**
- 6311 Data processing, hosting and related activities
  - 6312 Web portals
  - 6391 News agency activities
  - 6399 Other information service activities n.e.c.
- 68 Real estate activities**
- 6810 Buying and selling of own real estate
  - 6820 Rental and operating of own or leased real estate
  - 6831 Real estate agencies
  - 6832 Management of real estate on a fee or contract basis
- 77 Rental and leasing activities**
- 7711 Rental and leasing of cars and light motor vehicles
  - 7712 Rental and leasing of trucks
  - 7721 Rental and leasing of recreational and sports goods
  - 7722 Rental of video tapes and disks
  - 7729 Rental and leasing of other personal and household goods
  - 7731 Rental and leasing of agricultural machinery and equipment
  - 7732 Rental and leasing of construction and civil engineering machinery and equipment
  - 7733 Rental and leasing of office machinery and equipment (including computers)
  - 7734 Rental and leasing of water transport equipment
  - 7735 Rental and leasing of air transport equipment
  - 7739 Rental and leasing of other machinery, equipment and tangible goods n.e.c.
  - 7740 Leasing of intellectual property and similar products, except copyrighted works
- 79 Travel agency, tour operator and other reservation service and related activities**
- 7911 Travel agency activities
  - 7912 Tour operator activities
  - 7990 Other reservation service and related activities
- 95 Repair of computers and personal and household goods**
- 9511 Repair of computers and peripheral equipment
  - 9512 Repair of communication equipment
  - 9521 Repair of consumer electronics
  - 9522 Repair of household appliances and home and garden equipment
  - 9523 Repair of footwear and leather goods
  - 9524 Repair of furniture and home furnishings
  - 9525 Repair of watches, clocks and jewellery
  - 9529 Repair of other personal and household goods