



Survey of service firms – 2008

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PART A – General information

Bank of Italy codes: Branch code Firm code
(to be entered by BI branch) Type (sub-group)⁽¹⁾

Tax Identification Number

Name of firm

Legal status
Public company SRL SPA SAPA SCRL SCRI SAS SNC Other

for SPA (plc) only: Has the firm adopted a governance model other than the traditional one ?

no yes dualistic..... 1 monistic 2

Branch of activity Istat: Ateco 2002⁽²⁾ Ateco 2007⁽²⁾

(1) See Centrale dei Rischi (Central Credit Register), *Nuova classificazione della clientela bancaria, 1991*. - (2) See ISTAT, *Classificazione delle attività economiche. Metodi e norme, 2002 e 2007*.

Year founded

If the firm owned or controlled (directly or indirectly) by a physical person or a family? yes no

If 'yes', is the 'head of the firm' (i.e. the person running it)?.....

(1=the founder; 2=his/her heir (1st or 2nd generation); 3=a manager recruited outside the firm or selected among existing staff).

Is the firm part of a group yes no

If the firm belongs to a group (i.e. a set of firms directly or indirectly controlled – through one or more chains of control – by the same physical persons or the same public entity):

If the firm the parent company? ... yes no

Name of parent company

Name of group

Nationality of group..... 1 2 3 4
Italian Other EU at 31-12-03 Other European Rest of world

Was the firm involved in any extraordinary operations in 2008?..... yes no

If 'yes', are you able to provide homogeneous data for 2007 and 2008? (see instructions) yes no

PART B – Workforce, wages, severance pay fund and company-level contracts (see instructions)

(number)

	Total workforce	of which:		
		Total fixed-term contracts	Total EU workforce (excluding Italy)	Total non-EU workforce
2007 Average workforce				
- of which: blue-collar, apprentices, etc.				
- of which: part-time				
Workforce at end of year				
Hirings				
Terminations				
2008 Average workforce				
- of which: blue-collar, apprentices, etc.				
- of which: part-time				
- of which: % obtaining tax relief on overtime or productivity bonuses <input type="text"/> %				
Workforce at end of year				
Hirings.....				
Terminations				
2009 Average workforce (projection)				
2007 Average workforce				

Only if the projected workforce in 2009 is less than in 2008:

How do you intend to reduce staff? (no more than 2 answers):..... First method Second method
 (1=freeze labour turnover (not replace voluntary terminations, e.g. retirement, change of job decided by worker);
 2=voluntary resignation incentives; 3=individual or collective dismissals ; 4=DO NOT USE; 5=non-renewal of fixed-term contracts)

	2007	2008	2009/2008 proj.
Total hours worked by payroll employees			<input type="text"/> <input type="text"/> . <input type="text"/> %

	2007	2008	2009 projection
Overtime in percentage of total hours worked...	<input type="text"/> . <input type="text"/> %	<input type="text"/> . <input type="text"/> %	<input type="text"/> . <input type="text"/> %
Cost of free-lance collaborators ⁽¹⁾ (% of total cost of payroll employees)	<input type="text"/> . <input type="text"/> %	<input type="text"/> . <input type="text"/> %	

(1) Includes occasional work invoiced with VAT and 'project' contracts.

Wages and salaries in 2008	Blue-collar/apprentices	Clerks/managers	Overall average
Total gross annual wages per capita (€) ⁽¹⁾			
Minimum national contract wage ⁽²⁾	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
(approximate per cent of total)			

(1) Includes social security and tax withheld on behalf of workers; does not include firms' payments on behalf of INPS and others. – (2) The part covered by the national contract includes minimum rates of pay, cost of living allowance, 13 month's pay (*tredicesima*) and other additional months' pay, meal allowance, overtime, and shift allowance.

This section concerns enrolment in **supplementary pension plans** by the firm's employees (*i.e. occupational schemes, open pension funds and individual retirement plans, in addition to the state pension*)

(Please use end-of-year figures)

	2006	2007	2008
Number of employees enrolled in supplementary pension plans (<i>number</i>)			
Accrued severance pay allocated to supplementary pension plan (€ thousand)			

The law makes provision for **compensation to the firm** (reduction of social security contributions, increased tax deductions) for accruals to the severance pay fund allocated to a supplementary pension plan or to the specific INPS fund (cash fund). How do you rate the effects on the firm's economic and financial situation?

(1=satisfactory; 2=unsatisfactory; 3=other).....
 (Comment)

(Please use end-of-year figures)

	2006	2007	2008
Number of employees enrolled in a trade union (<i>number</i>).....			

Has the firm signed a supplementary company-level labour contract or work agreement since 2000? yes no

ONLY firms that answered 'yes' to the question above should answer the following questions.

In what year did the firm sign the last supplementary contract/agreement? 2 0 0

Does this contract/agreement entail any changes in organization? yes no

What type of pay increase does the contract envisage?.....

(1=pre-arranged; 2=partially variable according to firm's performance; 3=wholly variable according to firm's performance; 4=other (e.g. associated with a specific change in organization))

PART C - Gross fixed investment in Italy

(Please express amounts in € thousand; enter 0 for no investment; see instructions)

	2007	2008	2009 projection
Total expenditure on tangible assets ⁽¹⁾			
- of which: property			
Total expenditure on software & databases ⁽²⁾			

(1) Tangible assets include property, plant, machinery and equipment, and means of transport. – (2) Includes expenditure on mineral exploration, copyright on entertainment and works of literature and art.

How much did the firm spend in 2008 to reduce the environmental impact of production (increased energy efficiency, energy saving, waste reduction/recycling, reduction of harmful emissions, or other pro-environmental sustainability measures? (€ thousand; enter 0 for no expenditure)

Was any expenditure made on the above measures in 2007?..... no yes

PART D – Turnover, prices and operating result

Turnover (€ thousand)

Turnover from year's sales of goods & services

- of which: % exports⁽¹⁾.....

2007	2008	2009 proj.	2009/2008 projection
			<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %
<input type="text"/> %	<input type="text"/> %	<input type="text"/> %	(a) Calculate: (turnover 2009/2008-1)*100

(1) Sales to non-residents of Italy.

Average annual percentage change in selling prices of goods & services (home and abroad) .

2008/2007	2009/2008 projection (b)
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> %

The projected **percentage change 2009/2008** in turnover, adjusted for the percentage change in prices, is approximately (sign and % change): % (calculate (a) - (b))

Please give a **range around this figure**, i.e. a forecast of minimum and maximum turnover, adjusted for changes in prices.

Min. (sign and % change) % Max. (sign and % change) %

Please describe the firm's **operating result** for 2008?.....

- | | |
|--------------------------------------|-------------------------------------|
| <input type="text"/> 1 Large profit | <input type="text"/> 2 Small profit |
| <input type="text"/> 3 Broad balance | <input type="text"/> 4 Small loss |
| | <input type="text"/> 5 Large loss |

PART E - Financing

Please state whether, at the terms and conditions (cost and collateral) currently applied, the firm would like to **borrow more** from banks or other lenders

yes no

If you answered 'yes' to the question above:

- Would the firm be willing, at present, to pay a slightly higher rate of interest or accept worse terms (e.g. higher collateral) in order to borrow more?..... no yes
- Why has the firm been unable to borrow as much as it would like? (only one answer possible)
 - no banks or other lenders were contacted because they were expected to answer 'no' to any request for additional financing no yes
 - no banks or other lenders were contacted for other reasons..... no yes
 - lenders contacted were unwilling to increase the volume of lending to the firm no yes

PART F – The economic crisis

How much has the economic and financial crisis affected the firm?

1 Not at all 2 A little 3 Somewhat 4 A lot

Only to be completed by firms affected by the recession (answers 2, 3, 4, to the question above):

For how many months?

Since the crisis began, how much has annual turnover contracted in percentage terms?..... . %

(Please enter 0 if turnover has not contracted)

What is the effect of the recession on the firm as regards the following aspects?

(0=negligible; 1=small; 2=large; 3=very large)

Decline in demand for the firm's products.....

Payment difficulties of clients/customers

Difficulty procuring funds by the firm's usual means.....

Difficulty procuring raw materials or intermediate goods through the usual network of suppliers

Compared with previous recessions, how do you rate the impact of the present recession on the firm ?

(1=less serious; 2=equally serious; 3=more serious)

How many months do you think the present negative conditions will continue to affect the firm?.....

(Please estimate a minimum and maximum number of months) Minimum Maximum

Which of the following measures have you taken/do you intend to take to cope with the recession? (max 3 answers)

1st 2nd 3rd

(1=reduce profit margins; 2=curb production costs; 3=diversify outlet markets; 4=improve quality of range of products/services; 5=reduce scale of production; 6= delocalize (even partially) production abroad; 7=other)

Please describe the trend, **since October 2008**, in the firm's demand for credit facilities and bank loans, excluding any normal seasonal fluctuations.....

(1=large contraction; 2=small contraction; 3=virtually no change; 4=small increase; 5=large increase; 8=not applicable; 9=don't know, not answering)

Only to be completed by firms reporting changes in their demand for credit (answers 1, 2, 4 and 5):

Which **two of the following factors have played the most important role** in changing the firm's demand for loans and credit facilities since October 2008? 1st factor 2nd factor

(1=change in financing requirements for fixed investment; 2=change in financing requirements for inventories and working capital; 3=change in financing requirements for debt restructuring; 4=change in recourse to self-financing; 5=change in other factors)

Have you noticed, since October 2008, any **worsening in the firm's overall borrowing conditions**? yes no

If 'yes',

1) Have lenders asked you to repay, even partially, any outstanding debts? no yes

2) Which of the following specific measures have you taken to counter the worsening of borrowing conditions (excluding any downsizing of production)? (Please indicate degree of use: 1=none at all, 2=small; 3=average; 4= large; 5= extensive)

- using liquid assets (e.g. withdrawal from bank deposits or sale of government securities).....
- selling other financial assets (e.g. shareholdings or claims)
- changing trade credit policies (applied to clients; see instructions)
- reducing debt
- making equity capital contributions
- cutting back planned investment.....
- curbing staff costs or other running costs.....
- other (please specify) €

3) If goods or assets eligible as debt collateral have declined in value, has this had a negative effect on the firm's ability to borrow?
(1=no; 2=small; 3=large; 8=there has been no loss of value)

How would you rate the effort involved in completing the questionnaire? .. modest average large excessive

Comments: _____

