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**Changes in the classification of service activities in the revised ISIC**

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## **0. Introduction and purposes**

This documents aims at highlighting the main changes and innovations introduced in the ISIC Rev. 4 with regard to the classification of service activities.

The final structure and explanatory notes of ISIC Rev. 4 have been published in August 2005 and are to be adopted by the UN Statistical Commission in March 2006.

ISIC Rev. 4 is the outcome of a long multi-stage process started in 2001, which involved the consultation of all UN countries. The main criteria driving the revision have been relevance, better comparability with other national and international classifications and continuity with ISIC Rev. 3.

## **1. Changes from ISIC 3 to ISIC 4: general view**

The ISIC Rev. 4 has expanded the detail on services considerably. The table below presents the broad correspondence between the service sections in ISIC Rev. 3 and the service sections in ISIC Rev. 4. In quantitative terms, the number of sections devoted to services has increased from 8 to 13; the number of division has increased from 22 to 44 and the number of classes from 100 to 166.

ISIC 4 introduces separate sections for:

- Electricity, gas, steam and air conditioning supply
- Water supply, sewerage, waste management and remediation activities
- Transportation and storage
- Information and communication
- Real Estate
- Professional, scientific and technical activities
- Administrative and support service activities
- Arts, entertainment and recreation
- Other services activities

The service sections already existing in ISIC 3 but which have seen important restructuring are the following:

- Hotels and restaurants, now called “Accommodation and Food service activities”;
- Financial intermediation, now called “Financial and insurance activities”;
- Education
- Health and social work, now called “Human health and social work activities”.

ISIC Rev. 3				ISIC Rev. 4			
Section	Description	# Divisions	# Classes	Section	Description	# Divisions	# Classes
<b>E</b>	Electricity, gas and water supply	2	4	<b>D</b>	Electricity, gas, steam and air conditioning supply Water supply, sewerage, waste management and remediation activities	1	3
						<b>E</b>	4
<b>H</b>	Hotels and restaurants	1	2	<b>I</b>	Accommodation and Food service activities	2	7
<b>I</b>	Transport, storage and communications	5	17	<b>H</b>	Transportation and storage Information and communication	5	20
						<b>J</b>	6
<b>J</b>	Financial intermediation	3	12	<b>K</b>	Financial and insurance activities	3	18
<b>K</b>	Real estate, renting and business activities	5	32	<b>L</b>	Real estate activities	1	2
				<b>M</b>	Professional, scientific and technical activities	7	14
				<b>N</b>	Administrative and support service activities	6	26
<b>M</b>	Education	1	5	<b>P</b>	Education	1	8
<b>N</b>	Health and social work	1	6	<b>Q</b>	Human health and social work activities	3	9
<b>O</b>	Other community, social and personal services activities	4	22	<b>R</b>	Arts, entertainment and recreation Other services activities	4	10
						<b>S</b>	3
		22	100			47	166

The ISIC Rev. 3 section G Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods has not changed substantively: it was not possible to forecast the future development of trade, and this task is left to the (hopefully) more imaginative and informed statisticians which will draft ISIC Rev. 5.

A specific division in the Manufacturing section has been created for Repair and installation of machinery and equipment, where repair of motor vehicles is still in division 45 Wholesale and retail trade of motor vehicles and motorcycles, and repair of computers and personal and of personal and household goods is division 95 in section S “Other service activities”.

A general change worth to be mentioned in this introductory note is the introduction of specific categories for “support service” close to the activities they are serving, such as:

- group 016 “Support activities to agriculture”,
- div. 09 “Mining support service activities”,
- class 1811 “Service activities related to printing”.

In the following, the document presents the ISIC Rev. 4 sections related to service activities, their structure and the main changes respect to ISIC Rev. 3.

### Section D “Electricity, gas, steam and air conditioning supply”

D				Electricity, gas, steam and air conditioning supply
	35			Electricity, gas, steam and air conditioning supply
		351	3510	Electric power generation, transmission and distribution
		352	3520	Manufacture of gas; distribution of gaseous fuels through mains
		353	3530	Steam and air conditioning supply

The main difference between section D of ISIC Rev. 4 and ISIC Rev. 3 section “Electricity, gas and water supply” is that water supply moved to the new section E.

### Section E “Water supply; sewerage, waste management, and remediation activities”

E				Water supply; sewerage, waste management and remediation activities
	36	360	3600	Water collection, treatment and supply
	37	370	3700	Sewerage
	38			Waste collection, treatment and disposal activities; materials recovery
		381		Waste collection
			3811	Collection of non-hazardous waste
			3812	Collection of hazardous waste
		382		Waste treatment and disposal
			3821	Treatment and disposal of non-hazardous waste
			3822	Treatment and disposal of hazardous waste
		383	3830	Materials recovery
	39	390	3900	Remediation activities and other waste management services

The introduction of this new section E allows a more precise distinction of “environmental activities” when compared with ISIC Rev. 3. More specifically:

- Water supply is classified in section E, together with sewerage, as the units supplying water generally perform sewerage activities as well.
- Sewage and refusal disposal, sanitation and similar activities were classified in ISIC Rev. 3 section O “Other community, social and personal service activities” and are now identified as environmental activities.
- Recycling moved from the manufacturing section In ISIC Rev. 3 to the new section E, division 38 “Waste collection, treatment and disposal activities, materials recovery”.
- The new division 38 distinguishes between non-hazardous and hazardous waste, instead of metal/non metal as it used to be in ISIC 3.

## Section H “Transportation and storage”

H				Transportation and storage
	49			Land transport and transport via pipelines
		491		Transport via railways
			4911	Passenger rail transport
			4912	Freight rail transport
		492		Other land transport
			4921	Urban, suburban or metropolitan area passenger land transport
			4922	Other passenger land transport
			4923	Freight transport by road
		493	4930	Transport via pipeline
	50			Water transport
		501		Sea and coastal water transport
			5011	Sea and coastal passenger water transport
			5012	Sea and coastal freight water transport
		502		Inland water transport
			5021	Inland passenger water transport
			5022	Inland freight water transport
	51			Air transport
		511	5110	Passenger air transport
		512	5120	Freight air transport
	52			Warehousing and support activities for transportation
		521	5210	Warehousing and storage
		522		Support activities for transportation
			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
		531	5310	Postal activities
		532	5320	Courier activities

Section H broadly corresponds to part of section I of ISIC Rev. 3 “Transport, storage and communication”. Main changes are:

- Telecommunication moved to section J “Information and communication”;
- Travel agencies moved to section N “Administrative and support service activities”;
- Warehousing and storage activities are classified into a specific group;
- The structure has been updated and is now more detailed.

Section H includes postal and courier activities. The concept of universal service obligation has been introduced to distinguish between postal and courier activities, where the old distinction between national post and courier activities was considered no more relevant and adequate.

## Section I “Accommodation and Food service activities”

I				Accommodation and Food service activities
	55			Accommodation
		551	5510	Short term accommodation activities
		552	5520	Recreational vehicle parks, trailer parks and camping grounds
		559	5590	Other accommodation
	56			Food and beverage service activities
		561	5610	Restaurants and mobile food service activities
		562		Event catering and other food service activities
			5621	Event catering
			5629	Other food service activities
		563	5630	Beverage serving activities

The ISIC Rev. 4 Section I “Accommodation and Food service activities” corresponds to ISIC Rev. 3 section H “Hotels and restaurants”.

It includes the provision of short-stay accommodation for visitors and other travelers and the provision of complete meals and drinks fit for immediate consumption.

The current structure is a compromise between the old one (with only one division, two groups and two classes) and a much more detailed proposed in 2003. Definitional problems, as well as differences in the various tourist cultures in the world, prevented from finding a commonly applicable detailed structure.

## Section J “Information and communication”

J				Information and communication
	58			Publishing activities
		581		Publishing of books, periodicals and other publishing activities
			5811	Book publishing
			5812	Publishing of directories and mailing lists
			5813	Publishing of newspapers, journals and periodicals
			5819	Other publishing activities
		582	5820	Software publishing
	59			Motion picture, video and television programme production, sound recording and music publishing activities
		591		Motion picture, video and television programme 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
		592	5920	Sound recording and music publishing activities
	60			Broadcasting and programming activities
		601	6010	Radio broadcasting
		602		Television broadcasting and subscription programming
			6021	Television broadcasting
			6022	Cable, satellite and other subscription programming
	61			Telecommunications
		611	6110	Wired telecommunications activities

		612	6120	Wireless telecommunications activities
		613	6130	Satellite telecommunications activities
		619	6190	Other telecommunications activities
	62	620		Information technology service activities
			6201	Computer programming activities
			6202	Information technology consultancy activities and computer facilities management activities
			6209	Other information technology service activities
	63			Information service activities
		631		Web portals, data processing, hosting and related activities
			6311	Data processing, hosting and related activities
			6312	Web portals
		632		Other information service activities
			6321	News agency activities
			6329	Other information service activities n.e.c.

This new section reflects the growing importance of information and communication in the economy and society. The six main components of this section are:

- publishing activities (division 58), including software publishing,
- motion picture and sound recording activities (division 59),
- radio and TV broadcasting and programming activities (division 60),
- telecommunications activities (division 61)
- information technology activities (division 62)
- other information service activities (division 63).

Originally, section J was based on the mass distribution concept and included

- the creation and processing of information and cultural products,
- the distribution of these products (telecommunication) as well as the provision of the means to transmit or distribute these products.

Information technology, data processing services and other services do not comply with the mass distribution concept and require specific skills and expertise, therefore would better fit section M Professional, scientific and technical services.

As the majority of countries wanted to have all IT services in “Information and communication activities”, the section enlarged its scope. In contrast with the mass distribution concept, the majority wanted to move Libraries and archives from here to section R “Arts, entertainment and recreation”, together with museums and other cultural activities.

The main changes with respect to ISIC Rev. 3 are the following:

- Publishing activities: they were classified under Manufacturing.
- Computer and related activities: they were classified in Section K “Real estate, renting and business activities”;
- Telecommunications: they were classified in section I “Transport, storage and communication”;
- Motion picture, radio, television and other entertainment activities: they were classified in Section O “Other community, social and personal service activities”, Division 92 “Recreational, cultural and sporting activities”.

Division 58 Publishing includes the acquisition of copyrights to content (information products) and making this content available to the general public by engaging in (or arranging for) the reproduction and distribution of this content in various forms. All the feasible forms

of publishing (in print, electronic or audio form, on the internet, as multimedia products such as CD-ROM reference books etc.) are included in this section.

Activities related to production and distribution of TV programming span divisions 59, 60 and 61, reflecting different stages in this process. Individual components, such as movies, television series etc. are produced by activities in division 59, while the creation of a complete television channel programme, from components produced in division 59 or other components (such as live news programming) is included in division 60. Division 60 also includes the broadcasting of this programme by the producer. The distribution of the complete television programme by third parties, i.e. without any alteration of the content, is included in division 61. This distribution in division 61 can be done through broadcasting, satellite or cable systems.

Divisions 62 “Information technology service activities” and 63 “Other information service activities” can be considered as “support services” for section J.

Division 62 includes the activities of providing expertise in the field of information technologies: writing, modifying, testing and supporting software; planning and designing computer systems that integrate computer hardware, software and communication technologies; on-site management and operation of clients' computer systems and/or data processing facilities; and other professional and technical computer-related activities.

Division 63 includes the activities of web search portals, data processing and hosting activities, as well as other activities that primarily supply information.

## Section K “Financial and insurance activities”

K				Financial and insurance activities
	64			Financial intermediation, except insurance and pension funding
		641		Monetary intermediation
			6411	Central banking
			6419	Other monetary intermediation
		642	6420	Activities of holding companies
		643	6430	Trusts, funds and other financial vehicles
		649		Other financial intermediation
			6491	Financial leasing
			6492	Other credit granting
			6499	Other financial intermediation n.e.c.
	65			Insurance, reinsurance and pension funding, except compulsory social security
		651		Insurance
			6511	Life insurance
			6512	Non-life insurance
		652	6520	Reinsurance
		653	6530	Pension funding
	66			Other financial activities
		661		Activities auxiliary to financial intermediation, except insurance and pension funding
			6611	Administration of financial markets
			6612	Security and commodity contracts dealing activities
			6619	Activities auxiliary to financial intermediation n.e.c.



		662		Activities auxiliary to insurance and pension funding
			6621	Risk and damage evaluation
			6622	Activities of insurance agents and brokers
			6629	Other activities auxiliary to insurance and pension funding
		663	6630	Fund management activities

This section corresponds to ISIC 3 Section J “Financial Intermediation”. Its structure is more detailed and explanatory notes have improved, providing clearer description of activities.

Several new groups have been created:

- 6420 Activities of holding companies
- 6430 Trusts, fund and other financial vehicles;
- 6520 Reinsurance
- 6630 Fund management activities.

More detailed structure has been set for group 662 “Activities auxiliary to insurance and pension funding”, which now identifies the two classes “Risk and damage evaluation” and “Activities of insurance agents and brokers”.

### Section L “Real estate activities”

L				Real estate activities
	68			Real estate activities
		681	6810	Real estate activities with own or leased property
		682	6820	Real estate activities on a fee or contract basis

The ISIC Rev. 3 section K “Real estate, renting and business activities” has been split and Real estate is now isolated as a specific section. This split is useful for the aggregation into the so-called top-top structure to be used in National Accounts and it was considered that the size of real estate activities merits a section.

### Section M “Professional, scientific and technical activities”

M				Professional, scientific and technical activities
	69			Legal and accounting activities
		691	6910	Legal activities
		692	6920	Accounting, bookkeeping and auditing activities; tax consultancy
	70			Activities of head offices; management and management consultancy activities
		701	7010	Activities of head offices
		702	7020	Management consultancy activities
	71			Architecture and engineering activities; technical testing and analysis
		711	7110	Architectural and engineering activities and related technical consultancy
		712	7120	Technical testing and analysis
	72			Scientific research and development
		721	7210	Research and experimental development on natural sciences and engineering
		722	7220	Research and experimental development on social sciences and humanities
	73			Advertising and market research

		731	7310	Advertising
		732	7320	Market research and public opinion polling
	74			Other professional, scientific and technical activities
		741	7410	Specialized design activities
		742	7420	Photographic activities
		749	7490	Other professional, scientific and technical activities n.e.c.
	75	750	7500	Veterinary activities

This is a completely new section, corresponding to part of the ISIC Rev. 3 section K “Real estate, renting and business activities”. It includes specialized professional, scientific and technical activities, typically provided to business, but also to households. Section M reflects the increasing importance of these services, and responds to the increasing need for better recognition of specific categories.

At class level, division 69 presents continuity with ISIC Rev. 3, but Legal and accounting activities are now individually recognised at group level, to reflect specialisation and expertise.

Division 70 shows a discontinuity with ISIC Rev. 3: it allows the delineation of three levels in the hierarchy of a company:

- “Holding companies”, classified in division 64 financial intermediation:
- “Activities of head offices”, which include strategic management and organisational planning, decision making, operational control, in group 701
- “Management consultancy activities”, when conducted separately from the operational company, in group 703.

Division 75 “Veterinary activities” correspond to group 852 in ISIC Rev. 3, there classified in Section N “Health and social work”. It was considered useful to have human health and social work identified separately from a policy perspective, even if human health and veterinary activities present many similarities.

### **Section N “Administrative and support service activities”**

N				Administrative and support service activities
	77			Rental and leasing activities
		771	7710	Renting and leasing of motor vehicles
		772		Renting and leasing of personal and household goods
			7721	Renting and leasing of recreational and sports goods
			7722	Renting of video tapes and disks
			7729	Renting and leasing of other personal and household goods n.e.c.
		773	7730	Renting and leasing of other machinery, equipment and tangible goods n.e.c.
		774	7740	Leasing of non-financial intangible assets
	78			Employment activities
		781	7810	Activities of employment placement agencies
		782	7820	Temporary employment agency activities
		783	7830	Human resources provision and management of human resources functions
	79			Travel agency, tour operator and other reservation service activities
		791		Travel agency and tour operator activities
			7911	Travel agency activities
			7912	Tour operator activities
		792	7920	Other reservation service activities
	80			Security and investigation activities

		801	8010	Private security activities
		802	8020	Security systems service activities
		803	8030	Investigation activities
	81			Services to buildings and landscape activities
		811	8110	Combined facilities support activities
		812		Cleaning activities
			8121	General cleaning of buildings
			8129	Other building and industrial cleaning activities
		813	8130	Landscape care and maintenance service activities
	82			Office administrative, office support and other business support activities
		821		Office administrative and support activities
			8211	Combined office administrative service activities
			8219	Photocopying, document preparation and other specialized office support activities
		822	8220	Activities of call centres
		823	8230	Convention and trade show organizers
		829		Business support service activities n.e.c.
			8291	Activities of collection agencies and credit bureaus
			8292	Packaging activities
			8299	Other business support service activities n.e.c.

This new section includes a variety of activities that support general business operations. These activities differ from those in section M, since their primary purpose is not the transfer of specialized knowledge.

Activities classified in this section were partially in the following parts of ISIC Rev. 3:

- Section A “Agriculture, hunting and forestry”, where landscape care and maintenance were classified;
- division 71 “Renting of machinery and equipment and of personal and households goods”;
- group 749 “Business activities n.e.c.” (except photographic activities);
- class 6304 “Activities of travel agencies and tour operators..”, which were classified in ISIC Rev. 3 section I “Transport, storage and communications”.

Division 77 includes the rental and leasing of tangible and non-financial intangible assets, including a wide array of tangible goods, such as automobiles, computers, consumer goods, and industrial machinery and equipment, to customers in return for a periodic rental or lease payment. It is subdivided into:

- the renting of motor vehicles,
- the renting of recreational and sports equipment and personal and household equipment,
- the leasing of other machinery and equipment of the kind often used for business operations, including other transport equipment and
- the leasing of non-financial intangible assets.

Only the provision of operating leases is included in this division.

Allowing the use of assets, such as patents, trademarks, brand names, and/or franchise agreements for which a royalty payment or licensing fee is paid to the asset holder is also included in this division.

Division 78 “Employment activities” distinguishes with much more detail with respect to ISIC Rev. 3 the activities of:

- listing employment vacancies and referring or placing applicants for employment, where the individuals referred or placed are not employees of the employment agencies, in class 7810;
- supplying workers to clients' businesses for limited periods of time to supplement the working force of the client, in class 7820;
- providing human resources and human resource management services for others on a contract or fee basis, in class 7830.

Division 79 “Travel agency, tour operator and other reservation service activities” correspond to class 6304 of ISIC Rev. 3: it describes with more detail these activities and distinguishes between:

- Travel agencies (7911),
- Tour operators (7912) and
- Other reservation service activities (7920).

Division 80 “Security and investigation activities” corresponds to ISIC Rev. 3 class 7492 “Investigation and security activities”.

Division 81 “Services to buildings and landscape activities” includes the provision of operating staff to perform a combination of support services within a client's facilities. The corresponding economic units provide operating staff to carry out these support activities, but are not involved with or responsible for the core business or activities of the client. This division also includes activities of interior and exterior cleaning of buildings of all types, cleaning of industrial machinery, cleaning of transport equipment, cleaning of the inside of tankers, disinfecting and exterminating activities, bottle cleaning, street sweeping, provision of landscape care and maintenance services.

Division 82 “Office administrative, office support and other business support activities” includes the provision of a range of day to day office administrative services, as well as ongoing routine business support functions for others, on a contract or fee basis. This division also includes all support service activities typically provided to businesses not elsewhere classified.

**Section P “Education”**

P				Education
	85			Education
		851	8510	Primary education
		852		Secondary education
			8521	General secondary education
			8522	Technical and vocational secondary education
		853	8530	Higher education
		854		Other education
			8541	Sports and recreation education
			8542	Cultural education
			8549	Other education n.e.c.
		855	8550	Educational support services

Section P “Education” includes education at any level or for any profession, oral or written, as well as by radio and television or other means of communication. It includes education by the different institutions in the regular school system at its different levels, as well as adult education, literacy programmes etc. The section includes public as well as private education. The breakdown of the categories in this section is based on the level of education offered as defined by the levels of ISCED 1997.

This section also includes instruction primarily concerned with sport and recreational activities, such as bridge or golf and education support activities.

With respect to ISIC Rev. 3:

- More detail at class level has been introduced for group 854 “Other education”;
- Activities of dance school and instruction in sport and games were classified in ISIC Rev. 3 division 92 “Recreational, cultural and sporting activities”;
- The new group 855 “Educational support services” had been created.

### Section Q “Human health and social work activities”

Q				Human health and social work activities
	86			Human health activities
		861	8610	Hospital activities
		862	8620	Medical and dental practice activities
		869	8690	Other human health activities
	87			Residential care activities
		871	8710	Nursing care facilities
		872	8720	Residential care activities for mental retardation, mental health and substance abuse
		873	8730	Residential care activities for the elderly and disabled
		879	8790	Other residential care activities n.e.c.
	88			Social work activities without accommodation
		881	8810	Social work activities without accommodation for the elderly and disabled
		889	8890	Other social work activities without accommodation n.e.c.

This section includes the provision of health and social work activities. Activities include a wide range of activities, starting from health care provided by trained medical professionals in hospitals and other facilities, over residential care activities that still involve a degree of health care activities, to social work activities without any involvement of health care professionals.

Main differences with ISIC Rev. 3:

- veterinary services moved to professional activities;
- a new category for residential care services has been created and additional classes have been introduced;
- activities are described in more detail.

Division 86 “Human health activities” includes activities of short- or long-term hospitals and other human health institutions which have accommodation facilities and which engage in providing diagnostic and medical treatment to inpatients with any of a wide variety of medical conditions. It also includes medical consultation and treatment in the field of general and specialized medicine by general practitioners and medical specialists and surgeons. It

includes dental practice activities of a general or specialized nature and orthodontic activities. Additionally, this division includes activities for human health not performed by hospitals or by practicing medical doctors, but by paramedical practitioners legally recognized to treat patients.

Division 87 “Residential care activities” includes the provision of residential care combined with either nursing, supervisory or other types of care as required by the residents. Facilities are a significant part of the production process and the care provided is a mix of health and social services with the health services being largely some level of nursing services.

Division 88 “Social work activities without accommodation” includes the provision of a variety of social assistance services directly to clients. The activities in this division do not include accommodation services, except on a temporary basis.

### **Section R “Arts, entertainment and recreation”**

R				Arts, entertainment and recreation
	90	900	9000	Creative, arts and entertainment activities
	91	910		Libraries, archives, museums and other cultural activities
			9101	Library and archives activities
			9102	Museums activities and operation of historical sites and buildings
			9103	Botanical and zoological gardens and nature reserves activities
	92	920	9200	Gambling and betting activities
	93			Sports activities and amusement and recreation activities
		931		Sports activities
			9311	Operation of sports facilities
			9312	Activities of sports clubs
			9319	Other sports activities
		932		Other amusement and recreation activities
			9321	Activities of amusement parks and theme parks
			9329	Other amusement and recreation activities n.e.c.

This section is part of the ISIC Rev. 3 section O “Other community, social and personal service activities”. From that section, it excludes radio/TV activities and elevates categories to divisions.

The creation of Section R responds to the increasing need for better recognition of specific categories.

This section includes a wide range of activities to meet varied cultural, entertainment and recreational interests of the general public, including live performances, operation of museum sites, gambling, sports and recreation activities. It comprises the operation of facilities that enable the provision of such services, which are usually provided through direct contact with the users (in performances, museums, live events etc).

Class 9000 “Creative, arts and entertainment activities” includes the activities of individual writers for all subjects, as well of independent journalists, as well as the production and promotion of, and participation in, live performances, events or exhibits intended for public viewing; the provision of artistic, creative or technical skills for the production of artistic products and live performances.

Division 91 “Libraries, archives, museums and other cultural activities” includes activities of libraries and archives; the operation of museums of all kinds, botanical and zoological gardens; the operation of historical sites; and nature reserves activities. It also includes the preservation and exhibition of objects, sites and natural wonders of historical, cultural or educational interest (e.g. world heritage sites, etc).

Class 92 “Gambling and betting activities” includes the operation of gambling facilities such as casinos, bingo halls and video gaming terminals and the provision of gambling services, such as lotteries and off-track betting.

Division 93 “Sports activities and amusement and recreation activities” includes the provision of recreational, amusement and sports activities not elsewhere classified. More detail has been created for sport activities, previously in one single class.

### Section S “Other service activities”

S				Other service activities
	94			Activities of membership organizations
		941		Activities of business, employers and professional membership organizations
			9411	Activities of business and employers membership organizations
			9412	Activities of professional membership organizations
		942	9420	Activities of trade unions
		949		Activities of other membership organizations
			9491	Activities of religious organizations
			9492	Activities of political organizations
			9499	Activities of other membership organizations n.e.c.
	95			Repair of computers and personal and household goods
		951		Repair of computers and communication equipment
			9511	Repair of computers and peripheral equipment
			9512	Repair of communication equipment
		952		Repair of personal and household goods
			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
			9529	Repair of personal and household goods, n.e.c.
	96	960		Other service activities
			9601	Washing and (dry-) cleaning of textile and fur products
			9602	Hairdressing and other beauty treatment
			9603	Funeral and related activities
			9609	Other service activities n.e.c.

This section is a residual category and includes the activities of:

- membership organizations,
- repair of computers and personal and household goods and
- a variety of personal service activities not covered elsewhere in the classification.

Division 94 “Activities of membership organizations” includes activities of organizations representing interests of special groups or promoting ideas to the general public. These organizations usually have a constituency of members, but their activities may involve and benefit non-members as well. The primary breakdown of this division is determined by the purpose that these organizations serve, namely:

- interests of employers, self-employed individuals and the scientific community (group 941),
- interests of employees (group 942) or
- promotion of religious, political, cultural, educational or recreational ideas and activities (group 949).

Division 95 “Repair of computers and personal and household goods” includes the repair and maintenance of computers peripheral equipment, as well as the repair of communications equipment and consumer and other personal and household goods. With respect to ISIC Rev. 3, specialised repair that was recognised before or has been newly recognised (e.g. repair of communication equipment and furniture) have been elevated at class level.

Division 96 “Other service activities” includes all service activities not mentioned elsewhere in the classification. Notably, it includes types of services such as washing and (dry-)cleaning of textiles and fur products, hairdressing and other beauty treatment, funeral and related activities.