

# 31st Voorburg Group Meeting

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Issue Paper

Office Administrative and Support Activities (ISIC 821)

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## 1. Introduction

The Voorburg group discussed ISIC 821 'Office administrative and support activities' for the first time at the meeting (Sydney, Australia) in 2015. There were mini-presentations on SPPI from Israel, Australia and UK. Poland presented a mini-presentation on Turnover/Output. Austria was responsible to lead the session.

The presentations and discussant remarks from Austria and Sweden showed that this service sector is relatively small with small and middle-sized enterprises. According to the Score card details 20 out of 26 countries are collecting industry turnover data. Only two countries are publishing product level details. Four countries (Australia, New Zealand, France and Mexico) are calculating SPPIs.

As discussed at the Voorburg group meeting in Sydney there is currently not enough reliable information on office administrative services available. The Bureau Co-Chair decided that this area is not ready for a sector paper. An issue paper should capture the current state of affairs for office administrative services. This paper represents an issue paper with elements of a sector paper.

## 2. Classification

Several classifications were part of the mini-presentations on Turnover/Output and SPPI. In the following two chapters main issues are considered in order to establish a basis for further investigation. Detailed descriptions of international industry and product classifications can be found in the appendices. First, important industry and product classifications are subject of this paper.

### 2.1 Industry classifications

Six industry classifications were discussed at the Voorburg group meeting in Sydney: The UN Standard Industrial Classification of Economic Activities (ISIC Rev. 4), the North American Industry Classification System (NAICS 2012), the European Union Classification of Economic Activities (NACE Rev. 2), the Australian and New Zealand Standard Industrial Classification (ANZSIC 2006), the Polish Classification of Activities (PKD 2007) and the Standard Industrial Classification (SIC 2011). NACE is from ISIC and is also adapted to updated versions of ISIC. So NACE can be considered as the European version of ISIC. SIC is also based on ISIC and PKD is based on NACE.

ISIC code 821 'Office administrative and support activities' consists of the following two four-digit level codes:

- 8211 'Combined office administrative service activities'
- 8219 'Photocopying, document preparation and other specialized office support activities'.

There are no major differences between the ISIC, NAICS and ANZSIC industry classifications. NAICS code 561110 'Office administrative services' and ANZSIC code 7291 'Office administrative services' are very similar to ISIC code 8211 'Combined office administrative service activities'. As mentioned in Appendix 1: Overview of International Industry Classifications there are four further NAICS and two further ANZSIC codes. Many services are listed in the ISIC code 8219 'Photocopying, document preparation and other specialized office support activities'.

## 2.2 Product classifications

Six product classifications were presented at the Voorburg group meeting in Sydney: The UN Central Product Classification (CPC Ver. 2.1), the North American Product Classification System (NAPCS Phase I – III Product Lists), the Statistical Classification of Products by Activity in the European Economic Community (CPA 2.1), the Australian National Accounts Input-Output Tables (Product Details) (IOPC Cat. No. 5215.0.55.001, 2009-10) and the Polish Classification of Goods and Services (PKWiU 2008). The CPA is the European version of the CPC. PKWiU is coherent with the CPA.

All six product classifications offer a good and detailed description of office administrative service products. CPC code 859 'Other support services' consists of five subclasses:

- 85940 'Combined office administrative services',
- 85951 'Duplicating services',
- 85952 'Mailing list compilation services',
- 85953 'Mailing services'
- 85954 'Document preparation and other specialized office support services'.

NAPCS code 5611 'Office administrative services' includes 9 subgroups and code 5614 'Document preparation services' comprises 64 subgroups. The CPA product classification is nearly identical to the CPC. According to the mini-presentation from the Australian Bureau of Statistics there are two product codes primary to ANZSIC class 7291: 72910010 'Periodical subscription services' and 72910020 'Office administrative services' (incl. clerical, billing, record keeping and payroll services).

## 3. Turnover Statistics

One country (Poland) presented practices and experiences on Turnover/Output for ISIC 821 'Office administrative and support activities' at the Voorburg group meeting in Sydney.

### 3.1 Data availability

Data availability on output is quite better than for the pricing part. According to the Score card details 20 out of 26 countries are collecting industry turnover data:

- 17 annually
- 5 quarterly
- 3 monthly

Two countries are publishing product level details.

In the UK, this industry is not a significant one. The Austrian situation is quite similar. Turnover (2014) for NACE group 821 'Office administrative and support activities' is of least importance compared to the other groups (822 'Activities of call centres', 823 'Organisation of conventions and trade shows', 829 'Business support service activities n.e.c.') within 82 'Office administrative, office support and other business support activities'.

There seems to be just a few large businesses in the office administrative service sector. The market is dominated by small and medium-sized firms in each of the presenting countries. In Austria (for NACE group 821 'Office administrative and support activities', 2014), only two companies with 50-249 employees can be found in this group. A little less than seven hundred firms (in total 697, 2014) had 0-9 employees.

In Poland, the values of the variables number of enterprises, number of persons employed and turnover for office administrative services were increasing constantly over the period 2010 to 2013. 8211 'Combined office administrative service activities' showed an upward trend in contrast to 8219 'Photocopying, document preparation and other specialized office support activities' (both ISIC). In Austria, for NACE classes (8211 'Combined office administrative service activities' and 8219 'Photocopying, document preparation and other specialised office support activities') a decreasing trend of the variables number of enterprises, number of persons employed and turnover was observable for the period running from 2010 to 2014.

### **3.2 Collection of data**

Two main sources (Survey/Census and Administrative data) can be used to get turnover data for the office administrative and support activities service sector. Poland mentioned different statistics for output compilation of this area: Structural Business Statistics, short-term statistics, labour statistics or international trade in services statistics. As in other countries there are annual as well as short-term business statistics to collect turnover data for this service branch. Administrative data on VAT information may be useful for compilation of turnover.

Structural Business Statistics surveys provide information on annual turnover data. It is common for these surveys to gather additional information. Poland also collects information on number of persons employed, type of book-keeping system, the share of foreign capital, changes in ownership and other characteristics of businesses.

Usually, short-term information on turnover stems from surveys, which may also include additional information on companies. Based on this data Poland estimates annual turnover values for this industry.

### **3.3 Data issues**

The provision of a combination of day-to-day office administrative services (ISIC code 8211), such as reception, financial planning, billing and record keeping, personnel and physical distribution (mail services) and logistics for others on a contract or fee basis, seems to be more important than 8219 'Photocopying, document preparation and other specialized office support activities'. Poland showed that 8211 'Combined office administrative service activities' accounts for approx. 75% (number of enterprises, number of persons employed and turnover) of the market. Australia presented similar results. The situation in Israel was not comparable with Poland and Australia. The UK Secretarial Services index is currently not in line with ISIC with a relatively large turnover value in category 'Other'.

Poland mentioned in its presentation some issues concerning turnover, which can be assumed to be true for other countries. In many countries turnover statistics on product level aren't available. Therefore the following conclusions can be drawn:

- Turnover at the industry level includes turnover from companies that carry out office administrative services in combination with secondary activities

- Turnover at the industry level excludes turnover from companies that carry out office administrative services as secondary activities

It can be assumed that output from other classification codes has to be added to the turnover of the office administrative and support activities service sector. Warehousing and cargo handling services are good examples of secondary activities. Companies in NACE classes 4941 'Freight transport by road' and 5229 'Other transportation support activities' produce a non-negligible fraction of warehousing and cargo handling turnover.

### 3.4 Recommended approaches

Table 1 is a first attempt suggesting options for developing turnover statistics in the office administrative and support activities service sector. Turnover statistics on product level would be highly beneficial but also implicate high costs of running surveys as well as high respondent burden.

Table 1: Options for developing turnover statistics for office administrative and support activities

Category	Data source	Level of detail collected	Frequency	Cost	Comment
<b>Best</b>	Survey/Census	Industry and turnover by product	Annual and/or sub-annual collection	Highest costs of running surveys  Respondent burden is highest	Most precise turnover data can be defined and collected  The desired periodicity (monthly, quarterly or annually, etc.) can be defined
<b>Good</b>	Survey/Census	Industry turnover	Annual and/or sub-annual collection	High costs of running surveys  Respondent burden is high	Turnover may include service categories not under examination and secondary activities issues  The desired periodicity (monthly, quarterly or annually, etc.) can be defined

<b>Minimum</b>	Administrative data	Industry turnover	Annual	Normally much cheaper than any survey  No additional burden on respondents	They can be less precise in terms of the level of detail  Turnover may include service categories not under examination  Administrative data may not be available sub-annually  Estimation procedures and data processing facilities have to be developed and put in place
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**4. Service Producer Price Index (SPPI)**

The experiences in this area are very limited. Only one SPPI with some limitations was presented at the Voorburg Group meeting in Sydney. The UK produces a Secretarial Services index using different pricing methods. Another meaningful information stems from Australia and Israel. The Australian SPPI is still experimental. According to the discussant remarks from Sweden, the paper reflects good knowledge of the industry. Israel produces no SPPI but there is a survey among companies providing some of these services. Score card details showed that only four countries are calculating SPPIs.

**4.1 Data availability**

Data availability of price data for office administrative services should be as good as for other businesses. All mini-presentation presenters said that different pricing mechanisms can be observed in this service sector. Therefore several pricing methods are likely to be ‘Best’ for producing SPPI statistics. The pricing method depends on the type of services. The following sections give further details on type of services and choices of pricing methods.

As already mentioned in the turnover part of the paper this industry is not significant (e.g. UK, Austria) in comparison to other service groups. Especially in case of this SPPI, UK mentioned in its mini-presentation the main challenge to ensure resources and mechanisms for index calculation. In Austria, an SPPI for office administrative services cannot be produced due to the lack of European and Austrian legal provisions.

**4.2 Source of SPPI data**

SPPI surveys are the source of price data.

### **4.3 Target coverage**

Companies offering office administrative services are classified correctly if they provide a range of day-to-day services. Typical activities are reception, billing and record keeping services and copying services.

The issue of bundled services represents a challenging topic. One example of bundled services is mentioned in the mini-presentation from UK. The price for a contract to handle all fulfilment services includes inbound customer calls, label printing, order picking and delivery of items. This is an issue for output and prices. It is more cost intensive to determine single services, when several other activities are offered by companies. The problem for the NSIs to solve is either to:

- identify and survey individual services

or

- to accept a bundle for pricing purposes

Deeper investigation is required, especially how to handle the apparent prevalence of bundled services in this business sector.

### **4.4 Pricing methods used and main issues arising**

As pointed out from Australia there is no standard pricing mechanism for the office administrative services sector. The wide range of services makes it difficult to discover suitable pricing methods, especially when services are tailored activities. Compared to other service branches ISIC code 812 'Cleaning activities' is a good example of such heterogeneous services. In Austria, different pricing methods are in use and some pricing methods may be category 'Best' only for specific activities within this industry.

Maybe it could be useful to concentrate examination of pricing mechanisms on the most prevalent services in the office administrative service sector. According to the Australian paper market analysis figured out that payroll (70%) and billing services (15%) account for the largest share of industry revenue. Such distribution of industry revenue need not to be the same in other countries.

### **4.5 Weights**

Weights are important in the computation of SPPIs and can vary across service products and establishments (industries). The SPPI Manual gives a clear recommendation for using weights but there is currently the need to gain more experiences on different weighting approaches. In the mini-presentations weighting issues were not discussed close enough for detailed assessment.

### **4.6 Recommended approaches**

Table 2 is a first attempt suggesting options for developing SPPIs in the office administrative and support services sector. Further investigation is needed to get reliable information on pricing methods.

Contract pricing, model pricing and model pricing/prices of repeated services could be best pricing methods for complex services. Complex services are also bundled activities. Data are based on real transaction prices, as long as contracts exist in reality, which could be transformed to models after ending of the contracts. For fulfilment services (UK) or fully managed payroll services (Australia) prices of repeated services aren't suitable. That may be also true for simple activities. Services (e.g. payroll services) provided under contracts often being unique in the Australian industry. Simple unique services are tailored to the customer and cannot be found in any other contract.

The pricing method prices of repeated services is rather applicable for simple services only. For example in Austria, prices of repeated services is used for NACE class 6399 'Other information service activities n.e.c.'. Some companies report prices of well-specified, repeated and predefined services. The remaining companies transmit prices with their own description of main services.

Examples of well-specified, repeated and predefined services in NACE class 6399:

- Media monitoring (Clipping Print, Online, Radio/TV)
- Analysis of Clipping services
- Monitoring services (Social Media, Online)
- Licence fee

Table 2: Options for developing SPPIs for office administrative and support activities

Service Type	Pricing mechanism	Pricing method	Data type in survey	Quality and Accuracy
<b>Complex services</b>	Total price charged for a contract with fulfilment services (UK) or fully managed (payroll) services (Australia)	Contract pricing  Model pricing  Model pricing/Prices of repeated services	Real transaction prices	High because resulting price index is based on real transaction prices but it is hard to manage variables/price determining factors (especially for contract pricing)
<b>Simple services</b>	Price for well specified, repeated services  Price per hour  Unit value price (e.g. price per 1000 envelopes posted)	Prices of repeated services  Hourly charge-out rates  Unit value price	Real transaction prices	High because it is a relatively simple pricing method for NSIs and respondents but rather applicable for simple services only

According to table 2 prices of repeated services, hourly charge-out rates and unit values could be best pricing methods for rather simple services only. Hourly charge-out rates don't

catch changes in efficiency (if any). Examples of unit value prices within the UK Secretarial Services index is the price per 1000 envelopes posted or price per customer details captured. The use of list prices is the least favoured option because they neither capture productivity changes nor discounts and surcharges.

## **5. Summary of main conclusions**

The experiences are very limited in the office administrative and support activities area. Currently, no reliable information on turnover/output and prices is available across countries. This paper should provide the basis for a sector paper in future.

All examined industry classifications are similar in their structure with nearly identical content. Product classifications offer a good and detailed description of office administrative service products for further investigation. Despite this, more information is needed on service product details.

This industry seems to be dominated by small and medium-sized firms. Some countries (e.g. Poland, Australia) showed an upward trend of this service sector in recent years. In Austria, a downward trend was observable.

Unfortunately, turnover statistics on product level are not available in many countries. Based on experiences gained so far, turnover has to be explored in more detail.

- Turnover at the industry level includes turnover from companies that carry out office administrative services in combination with secondary activities
- Turnover at the industry level excludes turnover from companies that carry out office administrative services as secondary activities

In order to get a realistic picture of this area it would be necessary to collect data on turnover from all companies carrying out office administrative and support activities. Not surprisingly, category 'Best' (see table 1 Options for developing turnover statistics for office administrative and support activities) is represented by industry and turnover by product with annual and/or sub-annual collection.

SPPIs have limited availability. In addition to this, there exists the problem of tracking individual services or accepting a bundle for pricing purposes. Some information can be used from other service sectors offering bundled services. Bundling of services has its own session at the Voorburg group meeting in Sydney. It is essential to provide more information on single products especially for SPPI purposes.

Australia mentioned that there is no standard pricing mechanism for office administrative services within the industry. Several pricing methods may be best options for developing SPPIs. It could be useful to differentiate between complex and simple office administrative services (see table 2 Options for developing SPPIs for office administrative and support activities). For complex services contract pricing, model pricing and a combination of model pricing/prices of repeated services were considered well suited for this service sector. Prices of repeated services, hourly charge-out rates and unit value price may be best options for simple services.

## 6. Appendices

### Appendix 1: Overview of International Industry Classifications

#### ISIC Rev. 4

##### 821 Office administrative and support activities

This group includes the provision of a range of day-to-day office administrative services, such as financial planning, billing and record keeping, personnel and physical distribution and logistics for others on a contract or fee basis.

This group includes also support activities for others on a contract or fee basis, that are ongoing routine business support functions that businesses and organizations traditionally do for themselves.

Units classified in this group do not provide operating staff to carry out the complete operations of a business. Units engaged in one particular aspect of these activities are classified according to that particular activity.

##### 8211 Combined office administrative service activities <sup>1)</sup>

##### 8219 Photocopying, document preparation and other specialized office support activities <sup>2)</sup>

#### Inclusions

- <sup>1)</sup> provision of a combination of day-to-day office administrative services, such as reception, financial planning, billing and record keeping, personnel and physical distribution (mail services) and logistics for others on a contract or fee basis.
- <sup>2)</sup> document preparation
- <sup>2)</sup> document editing or proofreading
- <sup>2)</sup> typing, word processing, or desktop publishing
- <sup>2)</sup> secretarial support services
- <sup>2)</sup> transcription of documents, and other secretarial services
- <sup>2)</sup> letter or resume writing
- <sup>2)</sup> provision of mailbox rental and other mailing activities (except direct mail advertising)
- <sup>2)</sup> photocopying
- <sup>2)</sup> duplicating
- <sup>2)</sup> blueprinting
- <sup>2)</sup> other document copying services without also providing printing services, such as offset printing, quick printing, digital printing, prepress services

#### Exclusions

- <sup>1)</sup> provision of operating staff to carry out the complete operations of a business, see class according to the business/activity performed
- <sup>1)</sup> provision of only one particular aspect of these activities, see class according to that particular activity
- <sup>2)</sup> printing of documents (offset printing, quick printing etc.), see 1811
- <sup>2)</sup> direct mail advertising, see 7310
- <sup>2)</sup> specialized stenotype services such as court reporting, see 8299
- <sup>2)</sup> public stenography services, see 8299

#### NAICS 2012

##### 561 Administrative and support services

Industries in the Administrative and Support Services subsector group establishments engaged in activities that support the day-to-day operations of other organizations. The processes employed in this sector (e.g., general management, personnel administration, clerical activities, cleaning activities) are often integral parts of the activities of establishments found in all sectors of the economy. The establishments classified in this subsector have specialization in one or more of these activities and can, therefore, provide services to clients in a variety of industries and, in some cases, to households. The individual industries of this subsector are defined on the basis of the particular process that they are engaged in and the particular services they provide.

Many of the activities performed in this subsector are ongoing routine support functions that all businesses and organizations must do and that they have traditionally done for themselves. Recent trends, however, are to contract or purchase such services from businesses that specialize in such activities and can, therefore, provide the services more efficiently.

The industries in this subsector cannot be viewed as strictly "support." The Travel Arrangement and Reservation Services industry group includes travel agents, tour operators, and providers of other travel arrangement services, such as hotel and restaurant reservations and arranging the purchase of tickets, serving many types of clients, including individual consumers. This group was placed in this subsector because the services are often of the "support" nature (e.g., travel arrangement) and businesses and other organizations are increasingly the ones purchasing such services.

The administrative and management activities performed by establishments in this sector are typically on a contract or fee basis. These activities may also be performed by establishments that are part of the company or enterprise. However, establishments involved in administering, overseeing, and managing other establishments of the company or enterprise are classified in Sector 55, Management of Companies and Enterprises. Establishments in Sector 55 normally undertake the strategic and organizational planning and decision making role of the company or enterprise. Government establishments engaged in administering, overseeing, and managing governmental programs are classified in Sector 92, Public Administration.

### 561110 Office Administrative Services <sup>1)</sup>

### 323111 Commercial Printing (except Screen and Books) <sup>2)</sup>

### 561410 Document Preparation Services <sup>3)</sup>

### 561431 Private Mail Centers <sup>4)</sup>

### 561439 Other Business Service Centers (including Copy Shops) <sup>5)</sup>

## Inclusions

- <sup>1)</sup> This industry comprises establishments primarily engaged in providing a range of day-to-day office administrative services, such as financial planning; billing and recordkeeping; personnel; and physical distribution and logistics for others on a contract or fee basis. These establishments do not provide operating staff to carry out the complete operations of a business.
- <sup>2)</sup> This U.S. industry comprises establishments primarily engaged in commercial printing (except screen printing, books printing) without publishing (except grey goods printing). Printing processes used in this industry include lithographic, gravure, flexographic, letterpress, engraving, and various digital printing technologies. This industry includes establishments engaged in commercial printing on purchased stock materials, such as stationery, invitations, labels, and similar items, on a job order basis. Establishments primarily engaged in traditional printing activities combined with document photocopying services (i.e., quick printers) or primarily engaged in printing graphical materials using digital printing equipment are included in this industry.
- <sup>3)</sup> This industry comprises establishments primarily engaged in one or more of the following: (1) letter or resume writing; (2) document editing or proofreading; (3) typing, word processing, or desktop publishing; and (4) stenography (except court reporting or stenotype recording), transcription, and other secretarial services.
- <sup>4)</sup> This U.S. industry comprises (1) establishments primarily engaged in providing mailbox rental and other postal and mailing (except direct mail advertising) services or (2) establishments engaged in providing these mailing services along with one or more other office support services, such as facsimile services, word processing services, on-site PC rental services, and office product sales.
- <sup>5)</sup> This U.S. industry comprises (1) establishments generally known as copy centers or shops primarily engaged in providing photocopying, duplicating, blueprinting, and other document copying services, without also providing printing services (e.g., offset printing, quick printing, digital printing, prepress services) and (2) establishments (except private mail centers) engaged in providing a range of office support services (except printing services), such as document copying services, facsimile services, word processing services, on-site PC rental services, and office product sales.

## Exclusions

- <sup>1)</sup> Holding the securities or financial assets of companies and enterprises for the purpose of controlling them and influencing their management decisions--are classified in U.S. Industry 551111, Offices of Bank Holding Companies or U.S. Industry 551112, Offices of Other Holding Companies;
- <sup>1)</sup> Administering, overseeing, and managing other establishments of the company or enterprise (except government establishments)--are classified in U.S. Industry 551114, Corporate, Subsidiary, and Regional Managing Offices;
- <sup>1)</sup> Providing computer facilities management--are classified in U.S. Industry 541513, Computer Facilities Management Services;
- <sup>1)</sup> Providing construction management--are classified in Sector 23, Construction, by type of construction project managed;
- <sup>1)</sup> Providing farm management--are classified in U.S. Industry 115116, Farm Management Services;

- <sup>1)</sup> Managing real property for others--are classified in Industry 53131, Real Estate Property Managers;
- <sup>1)</sup> Providing food services management at institutional, governmental, commercial, or industrial locations--are classified in Industry 722310, Food Service Contractors;
- <sup>1)</sup> Providing management advice without day-to-day management--are classified in Industry 54161, Management Consulting Services;
- <sup>1)</sup> Providing both management and operating staff for the complete operation of a client's business, such as a hotel, restaurant, mine site, or hospital--are classified according to the industry of the establishment operated; and
- <sup>1)</sup> Providing only one of the support services (e.g., accounting services) that establishments in this industry provide--are classified in the appropriate industry according to the service provided.
- <sup>2)</sup> Screen printing on purchased stock materials (except books, grey goods, and manifold business forms)--are classified in U.S. Industry 323113, Commercial Screen Printing;
- <sup>2)</sup> Printing on grey goods--are classified in Industry 313310, Textile and Fabric Finishing Mills;
- <sup>2)</sup> Printing books and pamphlets--are classified in U.S. Industry 323117, Books Printing;
- <sup>2)</sup> Manufacturing printed stationery, invitations, labels, and similar items--are classified in Subsector 322, Paper Manufacturing;
- <sup>2)</sup> Providing photocopying service on photocopy equipment without performing traditional printing activities--are classified in U.S. Industry 561439, Other Business Service Centers (including Copy Shops); and
- <sup>2)</sup> Printing and publishing, known as publishers--are classified in Subsector 511, Publishing Industries (except Internet).
- <sup>3)</sup> Providing verbatim reporting and stenotype recording of live legal proceedings and transcribing subsequent recorded materials--are classified in U.S. Industry 561492, Court Reporting and Stenotype Services;
- <sup>3)</sup> Performing prepress and postpress services in support of printing activities--are classified in Industry 323120, Support Activities for Printing;
- <sup>3)</sup> Providing document translation services--are classified in Industry 541930, Translation and Interpretation Services;
- <sup>3)</sup> Photocopying, duplicating, and other document copying services, with or without a range of other office support services (except printing)--are classified in U.S. Industry 561439, Other Business Service Centers (including Copy Shops); and
- <sup>3)</sup> Providing document copying services in combination with printing services, with or without a range of other office support services, and establishments known as quick or digital printers--are classified in U.S. Industry 323111, Commercial Printing (except Screen and Books).
- <sup>4)</sup> Operating contract post offices--are classified in Industry 491110, Postal Service;
- <sup>4)</sup> Delivering letters and parcels (except under a universal service obligation)--are classified in Subsector 492, Couriers and Messengers;
- <sup>4)</sup> Providing voice mailbox services--are classified in U.S. Industry 561421, Telephone Answering Services;
- <sup>4)</sup> Providing direct mail advertising services--are classified in Industry 541860, Direct Mail Advertising;
- <sup>4)</sup> Providing only one of the support services (e.g., word processing services) that establishments in this industry provide--are classified in the appropriate industry according to the service provided; and
- <sup>4)</sup> Providing full service office space, whether on a lease or service contract basis--are classified in Industry 531120, Lessors of Nonresidential Buildings (except Miniwarehouses).
- <sup>5)</sup> Establishments engaged in providing document copying services in combination with printing services, with or without a range of other office support services, and establishments known as quick or digital printers are classified in U.S. Industry 323111, Commercial Printing (except Screen and Books);
- <sup>5)</sup> Establishments engaged in providing mailbox rental and other postal and mailing services with or without one or more other office support services (except printing) are classified in U.S. Industry 561431, Private Mail Centers;
- <sup>5)</sup> Establishments exclusively engaged in providing a single office support service (except document copying) to clients, but not the range of office support services that establishments in this industry may provide, are classified according to the service provided; and
- <sup>5)</sup> Establishments engaged in providing full service office space, whether on a lease or service contract basis, are classified in Industry 531120, Lessors of Nonresidential Buildings (except Miniwarehouses).

## NACE Rev. 2

### 821 Office administrative and support activities

This group includes the provision of a range of day-to-day office administrative services, such as financial planning, billing and record keeping, personnel and physical distribution and logistics for others on a contract or fee basis.

This group also includes support activities for others on a contract or fee basis, that are ongoing routine business support functions that businesses and organisations traditionally do for themselves.

Units classified in this group do not provide operating staff to carry out the complete operations of a business. Units engaged in one particular aspect of these activities are classified according to that particular activity.

### Inclusions based on ISIC Rev. 4 with identical structure

## Exclusions based on ISIC Rev. 4 with identical structure

### ANZSIC 2006

#### 729 Other administrative services

##### 7291 Office Administrative Services <sup>1)</sup>

This class consists of units mainly engaged in providing a range of day-to-day office administrative services such as clerical, billing and record-keeping, and payroll services on a contract or fee basis. These units support the operation of a business but do not provide operating staff to carry out the complete operations of an organisation.

##### 7292p Document Preparation Services <sup>2)</sup>

This class consists of units mainly engaged in providing document preparation services that include typing and word processing; letter or resume writing, document editing or proofreading; and stenographic, transcription and other document preparation services. Also included in this class are units that provide desktop publishing services.

##### 5101p Postal Services <sup>3)</sup>

This class consists of units mainly engaged in the pick-up and delivery of letters, documents and parcels (usually weighing less than 30 kgs). Rather than being from the sender's location, the pick-up activity is from pre-determined collection points (e.g. post offices and postal agencies). Also included are units mainly engaged in the operation/provision of predetermined collection points (such as post offices or postal agents).

According to the mini-presentation from the Australian Bureau of Statistics partial correspondence (denoted by 'p') is an indication that only part of that particular ANZSIC class corresponds to the other ANZSIC class.

## Inclusions

- 1) Billing and record-keeping service
- 1) Business administrative service
- 1) Clerical service
- 1) Office administrative service n.e.c.
- 1) Payroll processing
- 1) Reception service
- 2) Desktop publishing (document preparation service)
- 2) Document editing or proofreading service
- 2) Letter writing service
- 2) Resume writing service
- 2) Stenographic service
- 2) Transcription service
- 2) Typing service
- 2) Word processing service
- 3) Mail service
- 3) Mailbox rental service
- 3) Post office operation
- 3) Postal agency operation

## Exclusions

Units mainly engaged in

- 1) undertaking head office functions such as overseeing and managing; exercising operational control; and/or undertaking the strategic or organisational planning and decision-making roles of related units are included in Class 6961 Corporate Head Office Management Services;
- 1) providing specialised document preparation services are included in Class 7292 Document Preparation Services; and
- 1) providing human resource management services to clients are included in Class 6962 Management Advice and Related Consulting Services.
- 2) providing copying, photocopying or similar mass reproduction of documents are included in the appropriate classes of Division C Manufacturing; and

- 2) providing data processing services are included in the appropriate classes of Division J Information Media and Telecommunications.
- 3) providing courier or messenger services are included in Class 5102 Courier Pick-up and Delivery Services; and
- 3) operating trucks for the transportation of freight by road are included in Class 4610 Road Freight Transport.

## PKD 2007

Based on NACE Rev. 2 with identical structure

## SIC 2011

Based on ISIC Rev. 4

## Appendix 2: Overview of International Product Classifications

### CPC Ver. 2.1

#### 859 Other support services

##### 85940 Combined office administrative services <sup>1)</sup>

##### 85951 Duplicating services <sup>2)</sup>

##### 85952 Mailing list compilation services <sup>3)</sup>

##### 85953 Mailing services <sup>4)</sup>

##### 85954 Document preparation and other specialized office support services <sup>5)</sup>

### Inclusions

- <sup>1)</sup> provision of a combination of day to day office administrative services, such as reception, financial planning, billing and record keeping, personnel and mail services etc. for others on a contract or fee basis
- <sup>2)</sup> blueprinting, photocopying and other duplication services other than printing
- <sup>3)</sup> services consisting of compiling lists of names and addresses from telephone directories and other sources
- <sup>4)</sup> services consisting of sending materials (e.g., advertising material, information material or any other material) by envelope addressing, stuffing, sealing, metering and mailing
- <sup>5)</sup> document preparation
- <sup>5)</sup> document editing or proofreading
- <sup>5)</sup> typing, word processing, or desktop publishing
- <sup>5)</sup> secretarial support services
- <sup>5)</sup> transcription of documents, and other secretarial services
- <sup>5)</sup> letter or resume writing
- <sup>5)</sup> provision of mailbox rental

### Exclusions

- <sup>3)</sup> compilation services of facts and information, cf. 83990
- <sup>4)</sup> courier services, cf. 68021, 68022
- <sup>5)</sup> specialized stenotype services such as court reporting, cf. 85999
- <sup>5)</sup> public stenography services, cf. 85999

## NAPCS Phase I – III Product Lists

### 561 Administrative and Support Services

#### 5611 Office administrative services (9 subgroups) <sup>1)</sup>

#### 5614 Document preparation services (64 subgroups) <sup>2)</sup>

## Inclusions

- 1) Providing office administrative services on a contract or fee basis, which the client uses to carry out its own activity. The services provided are "non-core" with respect to the client's activity.  
Includes:
  - 1) day-to-day office administrative services such as billing, record keeping, personnel, secretarial, mail room, and other administrative activities.
  - 1) Other important products provided by establishments classified in NAICS 5614
  - 2) Providing document editing, proofreading, layout, desktop publishing, technical editing, and typing services.  
Includes:
    - document such as dissertations, legal briefs, and resumes, etc.
  - 2) Providing copying and reproduction services from an original hard copy or electronic copy of a document.  
Includes:
    - services for blueprints and architectural drawings.
  - 2) Providing finishing services, such as binding, mounting, laminating, folding, wrapping, cutouts, and other finishing services, for documents, reports, and presentation visual aids.
  - 2) Providing fax/facsimile services, such as receiving and sending documents via fax.
  - 2) Making or receiving telephone calls on behalf of others, for such purposes as marketing clients' goods or services, providing customer assistance, and providing answering services.
  - 2) Providing rental services for a private mailbox and standard mailroom procedures; such as mail assembly, tracking, sorting, delivery to post office, and other mailroom services to replace onsite mailrooms.
  - 2) Presorting of mail by postal code and other processing of mail prior to mailing, such as putting the sorted mail into mail trays. Mail trays are then delivered straight to the Post Office, by-passing several steps normally performed in the Post Office.
  - 2) Initiating and securing the receipt of payment from delinquent debtors.
  - 2) Retrieving goods put up as collateral for a financial loan. Goods placed as collateral for a loan may be retrieved if the loan is not paid as contracted, resulting in a defaulted loan.
  - 2) Providing credit reports on individuals or businesses containing information on the ability to pay bills, arrest records, records of bankruptcy, etc.
  - 2) Providing transcription of oral proceedings into hard copy (paper or electronic).
  - 2) Providing captions that can be superimposed on a video showing of a meeting or other event, as the event is taking place. this service is used to provide a service to deaf people or to provide a realtime translation.
  - 2) Preparing and carrying out fundraising campaigns, for a fee or commission.  
Includes:
    - setting goals, planning a campaign, preparing a cost analysis and budget, and managing the campaign itself.Same as product 7 on 54182.
  - 2) Providing services that enable participants to interact despite being in different physical locations.  
Includes:
    - both wired or wireless tele-conferencing and video-conferencing.
  - 2) Capturing information such as, names, addresses, product codes, in the bar code system.
  - 2) Providing short-term access to communication systems and facilitating equipment to businesses, using wired or wireless connections.  
Includes:
    - providing short-term access to telecommunications and Internet services.
    - providing short-term access to communications facilitating equipment such as computers, printers, copiers, and scanners.
  - 2) Providing support services, not elsewhere classified.
  - 2) Other important products provided by establishments in NAICS 5614.

## Exclusions

- 2) Providing copying and reproduction services from an original hard copy or electronic copy of a document.  
Excludes:
  - quick printing services are in product 18.7.1, Quick printing services.
  - digital printing services are in product 18.7.2, Digital printing services.
  - mass reproduction of digital files on CD or DVD.
- 2) Providing fax/facsimile services, such as receiving and sending documents via fax.  
Excludes:
  - transmitting facsimiles to a mailing list is in product 18.5, Fax broadcasting services.
- 2) Providing captions that can be superimposed on a video showing of a meeting or other event, as the event is taking place. This service is used to provide a service to deaf people or to provide a realtime translation.  
Excludes:
  - captioning, sub-titling, and dubbing services for audiovisual works.
  - foreign language dubbing services for audiovisual works.

- 2) Providing short-term access to communication systems and facilitating equipment to businesses, using wired or wireless connections.
- Excludes:
- rental and leasing of equipment.
  - long-term access to the Internet.
  - providing or arranging short-term access to communication services for individuals such as passengers, hotel guests, and hospital patients.

## CPA 2.1

### 821 Office administrative and support services

821110 Combined office administrative services <sup>1)</sup>

821911 Duplicating services <sup>2)</sup>

821912 Mailing list compilation and mailing services <sup>3)</sup>

821913 Document preparation and other specialised office support services <sup>4)</sup>

#### Inclusion

- <sup>1)</sup> the provision of a combination of day to day office administrative services, such as reception, financial planning, billing and record keeping, personnel and mail services etc. for others on a contract or fee basis
- <sup>2)</sup> blue-printing, photocopying, mimeographing, photostating and other duplication services other than printing
- <sup>3)</sup> services consisting of compiling and selling the use of lists of names and addresses from telephone directories and other sources
- <sup>3)</sup> services consisting of sending materials (e.g. advertising material, information material or any other material) by envelope addressing, stuffing, sealing, metering and mailing
- <sup>4)</sup> document preparation
- <sup>4)</sup> document editing or proofreading
- <sup>4)</sup> typing, word processing, or desktop publishing
- <sup>4)</sup> secretarial support services
- <sup>4)</sup> transcription of documents, and other secretarial services
- <sup>4)</sup> letter or resume writing
- <sup>4)</sup> provision of mailbox rental
- <sup>4)</sup> word processing services
- <sup>4)</sup> other document copying services without also providing printing services (i.e. offset printing, quick printing, digital printing, prepress services)

#### Exclusion

- <sup>1)</sup> the provision of operating staff to carry out the complete operations of a business, see the appropriate class according to the business they perform
- <sup>1)</sup> the provision of only one particular service mentioned here, see the appropriate class according to the service provided
- <sup>2)</sup> printing services of documents (offset printing, quick printing, etc.), see 18.12.19
- <sup>3)</sup> courier services, see 53.20.1
- <sup>3)</sup> database services, see 63.11.1
- <sup>3)</sup> compilation services of facts and information, see 63.99.10
- <sup>3)</sup> original compilations of mailing lists, see 63.99.20
- <sup>3)</sup> delivery services of advertising material, see 73.11.19
- <sup>4)</sup> pre-press services, see 18.13.10
- <sup>4)</sup> specialised stenotype services such as court reporting, see 82.99.11
- <sup>4)</sup> public stenography services, see 82.99.11

## IOPC

72910010 Periodical subscription services

72910020 Office administrative services (incl clerical, billing, record keeping and payroll services)

According to the mini-presentation from the Australian Bureau of Statistics there are two product codes primary to ANZSIC class 7291.

Inclusions

Exclusions

PKWiU 2008

Based on CPA 2008

## 7. References

### Classifications:

International Standard Industrial Classification of All Economic Activities, Rev.4

<http://unstats.un.org/unsd/cr/registry/isic-4.asp>

North American Industry Classification System (2012 NAICS)

<http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012>

Statistical Classification of Economic Activities in the European Community, NACE Rev. 2 (2008)

[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)

Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 2.0)

<http://www.abs.gov.au/ausstats/abs@.nsf/mf/1292.0>

Central Product Classification (CPC) Ver.2.1

<http://unstats.un.org/unsd/cr/registry/cpc-21.asp>

North American Product Classification System (NAPCS Phase I - III Product Lists)

<http://www.census.gov/eos/www/napcs/napcstable.html>

Statistical Classification of Products by Activity, CPA Version 2.1

[http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST\\_NOM\\_DTL&StrNom=CPA\\_2\\_1&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC](http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=CPA_2_1&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC)

### Mini-presentations:

Available on the website of the Voorburg Group on Service Statistics

<http://www.voorburggroup.org/>

Turnover/Output for Office Administrative and Support Activities (ISIC 8210) in Poland

SPPI on Office Administrative Services in Australia

SPPI for Office Administrative and Support Activities (ISIC 821) in UK

SSPI for ISIC 4 Group 821 Office administrative and support activities in Israel

### Others:

Discussant remarks (Sydney, Australia 2015) on Office Administrative and Support Activities (ISIC 8210) from Sweden

Presentation of the session leader (Sydney, Australia 2015) on Office Administrative and Support Activities (ISIC 8210) from Austria

Meeting Notes VG 2015