



SCOTLAND'S GLOBAL CONNECTIONS SURVEY 2006 - NOTES

Purpose of the survey

Scotland's Global Connections Survey collects information on the sales and exports of Scottish businesses and is undertaken in partnership with Scottish Enterprise and Highlands & Islands Enterprise.

Results from the survey provide a reliable indication of trends in sales both within Scotland and also those sales to markets outside Scotland. They also provide a useful basis for enabling Scottish Enterprise and Highlands & Islands Enterprise to assess the effectiveness of programmes aimed at assisting companies with their export and trade activities.

Confidentiality of data

The information you provide will be shared with your local Business Gateway International (BGI) partners for quality assurance purposes. This also enables BGIs to ensure that companies are being provided with the appropriate help and advice where required.

The Scottish Executive, Scottish Enterprise and Highlands & Islands Enterprise and their BGI partners will treat your data in strict confidence and not disclose information to any other third parties. Company-specific details and any data from which it might be possible to identify individual companies will not be published.

General guidance notes for questionnaire completion

Please complete as much of the questionnaire as possible before returning it in the pre-paid envelope provided. Alternatively this survey can be completed on-line, using the reference number at the top of the questionnaire.

On-line forms can be accessed at www.scotland.gov.uk/stats/exportsurvey

Sales and exports information provided should relate solely to the economic activity of the Scottish branch(es)/operation(s) of your company. If your company has multiple Scottish branches/operations then the information provided should relate to all those who report to you.

We are interested in all types of organisations including those termed companies, businesses, firms, practices, partnerships, farms, small holdings etc. and all sizes of organisations including sole traders and smaller family run concerns.

Even if you do not export or have no international connections, this information is still valuable.

Where the exact information is not readily available, please provide your best estimate(s). Where an answer is 0, please indicate this and do not leave the box blank. Please enter all monetary values in £'000 and excluding VAT.

For further assistance, please phone the helpline on [0131 244 2838](tel:01312442838)

Guidance notes for specific questions

2 If your company is based in Scotland then answer yes. If the company is based elsewhere, but has administrative offices with decision making autonomy relating to the Scottish operations then please also answer yes.

6 Services sales are sales of intangible products. This should include receipts for the right to use franchises, copyrights, licences, patents, processes, techniques, designs, manufacturing rights, trademarks etc. (unless they have already been included in the contract price of goods) and royalties on printed matter and recordings.

Where sales involve a combination of goods and services that cannot be separately valued please classify as either goods or services based on the majority of the value. If you have no information to provide goods and services separately please provide a total sales figure only.

8 Customers based in the rest of the UK are those that are not normally resident in Scotland. Direct transactions with companies and individuals in the rest of the UK, or sales to residents of another part of the UK while they are visiting Scotland are both counted. If you do not know exactly what proportion of your custom came from the rest of the UK please provide your best estimate.

If you cannot provide a breakdown of goods and services separately please provide a total sales breakdown.

Customers based outside the UK are those that are not normally resident in the UK. So, for example, a resident of the USA visiting Scotland and using services would be considered as a customer based outside the UK. As far as possible please allocate sales of goods based on the delivery address, not invoice address if different.

EU includes Republic of Ireland, and countries that joined the EU on 1 January 2004 - see country notes for the full list of EU members.

9 If you answered that you have customers based outside the UK, you should answer this question. Sales to these customers are counted as exports.

EXPORTS OF GOODS: the value of sales of products where the first destination is outwith the UK.

EXPORTS OF SERVICES: the provision of services to customers not resident in the UK.

Sales of goods or services to temporary visitors to Scotland should be included as exports. This includes, for example, all purchases made by tourists in shops, bars, restaurants, hotels, leisure facilities etc., fees received from overseas based students and charges to non-residents for other services such as transport, medical and dental fees, hairdressing etc. Where exact amounts are not available, your best estimates would be appreciated.

12 World Aid funded business includes opportunities offered by the various multilateral development agencies including the World Bank Group, European Commission, United Nations agencies and various regional development banks, also known as aid-funding agencies.

13 If you cannot provide a breakdown of goods and services separately please provide a total value. Where exact amounts are not available, your best estimates would be appreciated.

14 Please provide your best estimate if you do not know the exact proportions. If you cannot provide a breakdown of goods and services separately please provide a total purchases breakdown.

15 The following descriptions cover the types of overseas relationships/operations we are interested in:

Subsidiary: wholly or partly owned by a parent company, i.e. the parent company would hold a controlling interest (i.e. more than 50% of the stock, shares or other equity).

Sales Office: the representative's or agent's working address.

Joint Venture: the establishment of a new independent enterprise, with or without equity share. Typically a joint venture has its own distinct identity and separate operation procedures. Strategic Alliances and Franchises should be included in this category.

Other: for example: technology licensing (a contract between independent firms to transfer novel technologies, rights or resources); Research & Development Alliances (agreements to undertake specific tasks which are generally terminated at the completion of these tasks); Outsourcing (generally involves a firm(s) agreeing that other firm(s) should carry out the production of its innovative goods or services); Value Chain Partnerships (are generally long term contracts, transfer of skills, managerial techniques & joint R&D).

Service sectors – notes on definitions of sales and exports

Construction services are included in exports if they relate to overseas contracts of less than one year which are managed from Scotland and where the employees carrying out the contract are normally based in Scotland.

Education: Sales by educational institutions refers to income generated from fees, and any income generated from patents, research, copyrights, examinations etc. It should exclude the value of Government grants. Exports of education are fees from overseas students and any other income from outside the UK.

Financial Services: Sales of bank and building society services are defined as net interest received plus charges (including all commissions and fees) and earnings on foreign exchange transactions. Fund management companies should count fees generated through investment management fees and fees generated from advisory and other related functions. Exports are fees from outwith the UK and are net of foreign expenses. Securities dealers should provide spread earnings (dealing profits less holding gains), with earnings from overseas being counted as exports. Insurance sales relate to insurance service charges i.e. premiums minus claims, for direct insurance such as health, property and transport insurance; exports of these refer to the relevant balances with overseas customers. Life insurance sales cover the underwriting services associated with long-term policies, and pension fund services include the service charges associated with pension schemes.

Health and Personal Services: Provision of services such as health, dental or optician treatment, hairdressing, beauty and spa treatments etc. to non-residents count as exports of these services. Total sales include all fees received for provision of treatment. Only private fees and not resources provided by the NHS should be included.

Hotels, restaurants and catering: It would be most helpful if you could estimate the percentage of your sales that come from customers who live outwith Scotland in Q8 if possible, even if you cannot supply the detailed information in Q9.

Oil & Gas: the value of sales of crude petroleum and natural gas should NOT be included on this return as these are classified as sales from the UK as a whole under National Accounting principles. The value of sales of service activities incidental to oil and gas extraction such as test drilling, test hole boring, pumping of wells, cementing of oil and gas well casings etc. should be included.

Retail: Exports from retail include all sales to tourists and other visitors to Scotland, as well as online sales, shipped products and sales with reclaimable VAT. Although it may not be possible to identify all of these precisely, your best estimate of the percentage of sales to each area would be appreciated. Even if you cannot complete Q9, it would be most helpful if you could complete Q6, Q7 & Q8.

Transport services: Where your business provides transport of freight, the charges for this service are considered as your sales (the value of freight should not be included). If you are transporting exports from the UK overseas, the money earned from this service is considered as an export. Likewise, if you are transporting goods from Scotland to the rest of the UK, this counts as a sale of your service to the rest of the UK. Passenger transport services covers revenue from passenger tickets and expenditure in transit, and purchases of these by non-residents are exports. Please estimate these as best you can. Also included are transport charters with crew to non-residents. All payments received by Scottish airports, port authorities and other service companies from overseas airlines, ships or others are counted as exports. Rental of cars and other transport equipment to non-residents are exports.

Countries by region

The following lists show which countries to include in each region grouping

Rest of UK

England
Wales
Northern Ireland
Channel Islands
Isle of Man

Rest of EU

Austria
Belgium
Cyprus
Czech Republic
Denmark
Eire
Estonia
Finland
France
Germany
Greece
Hungary
Italy
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Poland
Portugal
Slovak Republic
Slovenia
Spain
Sweden

Rest of World

Rest of Europe

Albania
Andorra
Armenia
Azerbaijan
Belarus
Bosnia-Herzegovina
Bulgaria
Croatia
Faroe Islands
FYR Macedonia
Georgia
Gibraltar
Iceland
Liechtenstein
Moldova
Monaco
Norway
Romania
Russia
Serbia and Montenegro
Switzerland
Turkey
Ukraine

North America

Canada
USA
Central/ South America
Argentina
Brazil
Caribbean Islands (1)
Chile
Colombia
Mexico
Peru
Uruguay
Venezuela
Other Central America (2)
Other South America (3)

Middle East

Bahrain
Egypt
Iran
Iraq
Israel
Jordan
Kuwait
Lebanon
Libya
Oman
Qatar
Saudi Arabia
Syria
UAE (5)
Yemen
Other Middle East

Africa

Algeria
Angola
Botswana
Equatorial Guinea
Ghana
Kenya
Malawi
Mauritius
Morocco
Nigeria
South Africa
Tunisia
Zimbabwe
Other Africa (6)

Asia

Bangladesh
Brunei
China
Hong Kong
India
Indonesia
Japan
Kazakhstan
Malaysia
Pakistan
Philippines
Singapore
South Korea
Sri Lanka
Taiwan
Thailand
Vietnam
Other Central Asia (7)
Other South Asia (8)
Other Southeast Asia (9)

Australasia

Australia
New Zealand
Pacific Islands (4)

1. Incl Anguilla, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bermuda, Caymans, Cuba, Dominica, Dominican Rep., Dutch Antilles, Grenada, Haiti, Jamaica, Montserrat, Puerto Rico, St Kitts & Nevis, St Lucia, St Vincent & Grenadines, Trinidad & Tobago, Turks & Caicos, Virgin Is.

2. Belize, Costa Rica, El Salvador, Guatemala, Honduras, Panama, Nicaragua

3. Bolivia, Ecuador, Falklands, French Guiana, Guyana, Paraguay, Suriname

4. Incl. Fiji, Tonga, Western Samoa, New Caledonia, Cook Islands, Vanuato, Papua New Guinea etc.

5. Abu Dhabi, Dubai, Fujairah, Sharjah, Ajman, Umm Al-Qaiwain, Ras Al-Khaimah

6. Benin, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Rep, Ceuta, Comoros, Congo, Congo Dem Rep, Djibouti, Eritrea, Ethiopia, Gabon, Gambia, Guinea, Ivory Coast, Liberia, Madagascar, Mali, Mauritania, Mayotte, Meilla, Mozambique, Namibia, Niger, Rwanda, Seychelles, Sierra Leone, St Helena, Sudan, Swaziland, Tanzania, Togo, Uganda, Zambia

7. Turkmenistan, Uzbekistan, Kyrgystan, Tajikstan, Afghanistan, Mongolia

8. Maldives, Nepal, Bhutan

9. Cambodia, Laos, Myanmar (Burma), North Korea