

MACROAREA	AREA	FAQ	FAQ RESPONSE	
<b>Portal navigation access</b>	<b>General information</b>	What is the "Statistics & Companies" Portal?	The "Statistics & Companies" Portal is a centralised system that offers services to support the company in meeting statistical requirements. The website ( <a href="https://imprese.istat.it">https://imprese.istat.it</a> ) allows access to all the questionnaires in which the company is involved, enables viewing of the expiry date and the fulfilment status of each of them. Moreover, through the Portal the company is able to communicate any changes in the company master data and transformation events. Through the main user (identified by the system as an administrator) the company is able to create other users (delegates) for the management of the various Istat questionnaires. The activation of a delegate involves the automatic sending of personal access details directly to the e-mail address of the delegated user.	
<b>Portal navigation access</b>	<b>General information</b>	What are the functions of the portal administrator?	The Portal administrator is the contact person for the statistical activities within the company. It is identified by the system as a user who makes the first access with the initial details and their username is identified by the 9-digit company code preceded by a capital P. The administrator user is able to view all the surveys and can access all the questionnaires. They do not necessarily have to be a compiler of all the questionnaires as they can, if necessary, create delegates through the specific "Managing delegates" function.	
<b>Portal navigation access</b>	<b>Access</b>	The initial details, indicated in the Certified E-mail Address communication, are not functional. I am unable to log in.	If the initial details are not working, the company may already be registered on the portal and the initial details may have been replaced by the user who registered on the first access. For any verification, it is possible to contact the free-phone number shown in the information letter received.	

<p><b>Portal navigation access</b></p>	<p><b>Access</b></p>	<p>I am the portal administrator and I am unable to login. How can I retrieve the new details?</p>	<p>The administrator user code consists of the 9-digit company code, with possible initial zeros, preceded by a capital P. In the event that the personal password is lost, it is necessary to use the "Forgot your password?" function, entering your user code as your username and as an e-mail the e-mail address used during registration.</p>	
<p><b>Portal navigation access</b></p>	<p><b>Access</b></p>	<p>I am a delegate for completion of the questionnaires and I am unable to log in. How can I retrieve the new details?</p>	<p>The user code of the compiler is the e-mail address. In the event that the personal password is lost, it is necessary to use the "Forgot your password?" function, entering your e-mail address as your username and as an e-mail the email address used during registration. Consequently that the same e-mail address must be repeated twice.</p>	
<p><b>Portal navigation access</b></p>	<p><b>"My profile" management</b></p>	<p>I am registering with the administrator profile. In the "First Name" and "Last name" fields of the "My profile" section should I enter the company name or the owner's name?</p>	<p>If you are registering with the administrator profile, generic fields such as, for example, the company name must not be entered in these fields. As the role of Portal Administrator also involves the management of referent and compiler profiles, it is important that the person performing this role is identifiable. It follows that the first name and last name must refer to the person who actually performs this role.</p>	
<p><b>Portal navigation access</b></p>	<p><b>My profile management</b></p>	<p>I am registering with the contact/compiler profile. In the "First Name" and "Last name" fields of the "My profile" section should I enter the company name or the owner's name?</p>	<p>If you are registering with the referent/compiler profile, generic fields such as, for example, the company name or the name of the company owner must not be entered in these fields. It is important that the first name and last name refer to the person who actually performs these roles.</p>	

<b>Portal navigation access</b>	<b>My profile management</b>	Is the tax code to be entered in the field of the same name that of the company?	No. The tax code is the personal code and must refer to the user who registers on the Portal. It is not a mandatory field and, if entered, can be used as a username to access the Portal.	
<b>Portal navigation access</b>	<b>My profile management</b>	I am the owner of several e-mail addresses. Which one should I enter in the "E-mail" field?	The address to be entered in the "E-mail" field must be that of ordinary electronic mail and not the Certified E-mail Address. Ideally it should be personal and should not belong to the relevant office. It is advisable to avoid generic e-mails, such as info@dominio.it. The address entered is necessary, in particular, to receive communications of password changes for access to the Portal (for example, in case of loss).	
<b>Portal navigation access</b>	<b>My profile management</b>	The "Office" field is mandatory. What do I need to enter if I don't belong to a particular office?	In the "Office" field the office that the user belongs to must be entered, for example, Personnel, Administration, Accounting, Management Control, etc. If there is no particular office, it is possible to use the "Other" item.	
<b>Portal navigation access</b>	<b>Delegates management</b>	How can I create a new delegate?	To insert a new delegate, it is necessary to log in with the administrator profile in the "Delegates Management" section of the Portal and to create a new delegate in the "Insert new delegate" area. For the success of the operation, it is possible to select the "Active" option within the form and to choose the survey/surveys to be assigned to the delegate. At the time of activation, the system will automatically send an e-mail to the interested party with the personal details (username and password) to access the Portal and to view the assigned surveys.	
<b>Portal navigation access</b>	<b>Delegates management</b>	Can I delegate more than one person to complete the questionnaire?	Yes. it is possible to delegate several persons to compile the same survey.	

<b>Portal navigation access</b>	<b>Delegates management</b>	Can I delegate someone outside the company to fill in the questionnaire?	Yes. Delegates can be directed to both internal and external personnel.	
<b>Portal navigation access</b>	<b>Delegates management</b>	What is the difference between the role of referent and that of compiler?	Both roles can access the questionnaires and compile them, if they have been enabled for the reading and writing functions. The only difference is that the role of referent can in turn create new compilers for the surveys to which they are enabled.	
<b>Portal navigation access</b>	<b>Delegates management</b>	Can a delegate be replaced?	Yes. To replace an existing delegate, go to the "Delegates Management" section of the Portal, delete the old one by clicking on the corresponding delete icon (recycle bin), and create a new one in the "Insert new delegate" section. For the success of the operation, select the "Active" option within the form and choose the survey/surveys to be attributed to the new delegate.	
<b>Portal navigation access</b>	<b>Delegates management</b>	Can the data of a delegate be changed?	Yes. To change the data of an existing delegate, it is necessary to access the "Delegates Management" section of the Portal, to enter the profile of the delegate, by clicking on the corresponding edit icon (pencil), and to proceed with data correction. If the delegate's e-mail address is corrected, the system will continue to recognise as username of that delegate the initial e-mail address. The new address will only be used for communications starting from the date of the change.	
<b>Portal navigation access</b>	<b>Delegates management</b>	I have activated a delegate, but this, while accessing the Portal with their details, does not display the survey/questionnaire of interest.	The delegate does not view the survey, because in the activation phase it was not assigned. For this purpose, it is necessary to access the Portal with the administrator details, to go to the "Delegates Management" section, to enter the profile of the delegate concerned and to select the survey or surveys for which they are responsible.	
<b>Questionnaires and surveys</b>	<b>Questionnaire access and status</b>	What are the methods for completing and returning the questionnaire?	The form for completing the questionnaire is exclusively electronic and the submission procedure is telematic. Therefore, the entire process takes place online, directly through the site, by filling in the form provided. The conditions for accessing and completing the questionnaire are specified in the information letter sent to each company.	
<b>Questionnaires and surveys</b>	<b>Questionnaire access and status</b>	Must the questionnaire be filled out starting from the first section?	It is not necessary to complete the questionnaire starting from the first section. The various parts of the questionnaire are independent of each other and can also be filled in non-sequentially. Furthermore, it can be completed at different times, saving the information entered and resuming compilation at a later time.	

<b>Questionnaires and surveys</b>	<b>Questionnaire access and status</b>	Must all sections of the questionnaire be filled out?	The sections of the questionnaire to be filled out are those in which it is possible to identify the data relevant to the activity of the company. If, for example, a company has not acquired human resources (section 2) or has not carried out production activities abroad (section 7), the corresponding questions (2.1 to 2.5 or X.7.1 to X.7.7) need not be completed and will not be displayed in the web questionnaire.	
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<b>Questionnaires and surveys</b>	<b>Questionnaire access and status</b>	Is it possible to fill in the questionnaire at different times, saving the information entered?	The questionnaire can also be filled out at different times, saving the information entered and resuming compilation at a later time. It is not necessary to start from the first section of the questionnaire. Each group of questions (sections 1 to 9) is independent and can be filled in non-sequentially.	
<b>Questionnaires and surveys</b>	<b>Survey calendar</b>	What is the survey data collection period?	Data collection is carried out from 20 May to 16 September 2019, as indicated in the information letter signed by the Istat President, sent to all the companies included in the survey sample.	
<b>Questionnaires and surveys</b>	<b>Survey calendar</b>	What is the time frame for the survey data collection?	Data collection ends on 16 September 2019, as indicated in the information letter signed by the Istat President, sent to all the companies included in the survey sample.	
<b>Questionnaires and surveys</b>	<b>Survey calendar</b>	What is the reference year for the data?	The reference year is 2018 (coinciding with the calendar year). In cases where it is required to indicate company objectives, strategies and policies, this refers to the period between 2016 and 2018.	
<b>Questionnaires and surveys</b>	<b>Questionnaire access and status</b>	Is it possible to modify the data of a questionnaire that has already been sent?	To modify the data of a questionnaire that has already been sent, it is necessary to contact the Contact Center 800.188.847, active from 20 May to 16 September, <b>from Monday to Friday from 9 am to 7 pm</b> . After reopening the questionnaire it will be possible to make the appropriate corrections and a new definitive submission.	
<b>Questionnaires and surveys</b>	<b>Questionnaire access and status</b>	Is there a receipt for completing the questionnaire?	After compiling and transmitting the questionnaire, a receipt is sent to the compiler's inbox, which prompts confirmation at the end of the same questionnaire. The completed compilation will appear in the dedicated section of the Companies Portal.	

<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire access and status</b></p>	<p>I filled out the questionnaire, but I was not sent a receipt.</p>	<p>Sending of the receipt is contextual to transmission of the questionnaire. The respondent must check if another e-mail address has been indicated to receive the receipt.</p>	
<p><b>Corporate transformations and regulation</b></p>	<p><b>Obligation to reply</b></p>	<p>Is it mandatory to respond to the survey?</p>	<p>The obligation to respond to this survey is sanctioned by art. 7 of Italian Legislative Decree no. 322/1989 and by Italian Presidential Decree 31 January 2018 approving the national statistical program 2017-2019. Violation of this obligation will be sanctioned pursuant to art. 7 and 11 of Italian Legislative Decree no. 322/1989 and of the same Italian Presidential Decree 31 January 2018 - annex "List of works (Sdi and Sda) included in the PSN 2017-2019 for which the failure to supply data constitutes a violation of the obligation to respond - Year 2017". Following publication in the Official Journal of the National Statistical Program 2017-2019 - Update 2018-2019, in the process of adoption, the obligation to reply and the application of administrative sanctions will be defined by the decree approving this act and by the related list of works sanctionable pursuant to articles 7 and 11 of Italian Legislative Decree no. 322/1989.</p>	

<p><b>Corporate transformations and regulation</b></p>	<p><b>Obligation to reply</b></p>	<p>Are administrative sanctions envisaged in the event of failure to complete the questionnaire?</p>	<p>Failure to provide data to the survey in question constitutes a violation of the response obligation. Respondents have the duty to provide the accurate and complete information and data requested in the survey questionnaire.</p> <p>In particular, the obligation to provide a response to the survey in question is regulated by art. 7 of Italian Legislative Decree no. 322/1989, while the application of administrative sanctions is defined pursuant to articles 7 and 11 of the same Legislative Decree no. 322/1989.</p> <p>Therefore, it should be noted that, after the deadline for the transmission of the questionnaire indicated in this letter - set for 16 September 2019 - has expired, this Institute will activate the procedure for the application of the pecuniary administrative sanction, according to the provisions of the afore-mentioned regulation (Articles 7 and 11 of Italian Legislative Decree no. 322/1989 and to Italian Presidential Decree 31 January 2018 and subsequent Italian Presidential Decree approving PSN 2017-2019 - Update 2018-2019, currently being adopted).</p>	
<p><b>Corporate transformations and regulation</b></p>	<p><b>Obligation to reply</b></p>	<p>Are the statistical confidentiality and protection of personal data assured?</p>	<p>The information collected is protected by statistical confidentiality (art. 9 of Italian Legislative Decree no. 322/1989) and subjected to the legislation on the protection of personal data (EU Regulation 2016/679, Italian Legislative Decree no. 196/2003 and Italian Legislative Decree no. 101/2018). It may be used, also for subsequent treatments, by the subjects of the national statistical system, exclusively for statistical purposes, and may also be communicated for scientific research purposes under the conditions and according to the procedures provided for by art. 5 ter of Italian Legislative Decree no. 33/2013.</p>	



<p><b>Questionnaires and surveys</b></p>	<p><b>Objectives and observations field</b></p>	<p>What is the objective of the permanent Census of economic units?</p>	<p>The aim of the Census is to update the framework on the structure and competitiveness of companies to capture changes in the national production system. The information is taken from statistical registers and from current surveys, to which are added new ones on emerging aspects of great importance for competitiveness, social and environmental sustainability of companies and the economic growth of a country.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Objectives and observations field</b></p>	<p>What are the survey units involved in the survey?</p>	<p>The survey recording units are all Italian companies with at least 3 employees. Large companies (with 20 or more employees) are all called to respond to the questionnaire, while small and medium-sized enterprises are identified and randomly selected by sector of economic activity and region. Overall, the survey involves approximately 280 thousand companies.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Objectives and observations field</b></p>	<p>How was the sample created?</p>	<p>The sample consists of a mixed sampling strategy: a census for companies with at least 20 employees and a sample for smaller companies.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Objectives and observations field</b></p>	<p>In the case of company groups, who should provide the data?</p>	<p>The survey does not record company groups, but the individual companies that are part of it (if on the list), whether controlling or controlled. Therefore, the questionnaire will be filled in with the data of the company on the list.</p>	

<p><b>Questionnaires and surveys</b></p>	<p><b>Objectives and observations field</b></p>	<p>If the company has not performed production activities, must it answer the questionnaire?</p>	<p>The electronic questionnaire must be completed and sent even if the company has not carried out any productive activity. Completing it will allow the company to fulfil the obligation to reply. Other methods of communication will not be considered valid for evidentiary purposes.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Objectives and observations field</b></p>	<p>If the company has fewer than 3 employees, must it answer the questionnaire?</p>	<p>The electronic questionnaire must be completed and sent even if the company has less than 3 employees. Completing it will allow the company to fulfil the obligation to reply. Other methods of communication will not be considered valid for evidentiary purposes.</p>	

<p><b>Corporate transformations and regulation</b></p>	<p><b>Activity status</b></p>	<p>If the company is inactive should it answer the questionnaire?</p>	<p>Even in the case of an inactive company, the sanctioned response obligation, established by article 7 of Italian Legislative Decree no. 322/1989 and by Italian Presidential Decree 31 January 2018 approving the national statistical program 2017-2019, persists. Violation of this obligation will be sanctioned pursuant to art. 7 and 11 of Italian Legislative Decree no. 322/1989 and of the same Italian Presidential Decree 31 January 2018 - annex "List of works (Sdi and Sda) included in the PSN 2017-2019 for which the failure to supply data constitutes a violation of the obligation to respond - Year 2017". An inactive company is a company that, at the time of completing the questionnaire, has suspended its production activity for a certain period of time due to chance events (fire, earthquake, etc.), restructuring of the premises and contingent economic problems. To report a change in the state of activity of the company, it is necessary to access the Portal in the "Company Details" section and to click on the "Report change" button. The open page will allow the entering of new information. Selecting the "Activity status" field, a drop-down menu with the possible variations will be displayed. The change will be completed with the indication of "Month/Year" and of the sending. It is possible to include the document certifying the report by clicking on the "Browse" button in the "Attachment" field.</p>	
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<p>Corporate transformations and regulation</p>	<p>Insolvency procedures</p>	<p>If the company has one or more insolvency proceedings in progress (controlled, extraordinary and judicial administration, composition with creditors after bankruptcy or agreement among creditors, voluntary liquidation, bankruptcy, dissolution and liquidation, dissolution, liquidation), must it complete the questionnaire?</p>	<p>Even in the presence of insolvency proceedings, the obligation to reply established for this survey by art. 7 of Italian Legislative Decree no. 322/1989 and by Italian Presidential Decree 31 January 2018 approving the national statistical program 2017-2019 persists. Violation of this obligation will be sanctioned pursuant to art. 7 and 11 of Italian Legislative Decree no. 322/1989 and of the same Italian Presidential Decree 31 January 2018 - annex "List of works (Sdi and Sda) included in the PSN 2017-2019 for which the failure to supply data constitutes a violation of the obligation to respond - Year 2017". To report the presence of an insolvency procedure, it is necessary to access the Portal in the "Company Details" section and to click on the "Report change" button. The open page will allow the entering of new information. Selecting the "Bankruptcy procedures" field, a drop-down menu will appear with the possible variations. The change will be completed with the indication of "Month/Year" and of the sending. It is possible to include the document certifying the report by clicking on the "Browse" button in the "Attachment" field. After the verification and acceptance of the report, the company details will be updated.</p>	
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<p><b>Corporate transformations and regulation</b></p>	<p><b>Corporate events</b></p>	<p>If the company has ceased due to a merger with/incorporation into another company or has sold the business, must it complete the questionnaire?</p>	<p>If the company has ceased by merger with/incorporation into another company or has sold the business, the company resulting from the merger or the incorporating company assumes all the rights and obligations of the merging companies, continuing in all its pre-existing relationships based on art. 2504 bis of the Italian Civil Code.</p> <p>For this reason, the incorporating company assumes the obligation to provide the information and data requested in the survey questionnaire based on art. 7 of Italian Legislative Decree no. 322/1989 and on Italian Presidential Decree 31 January 2018, approving the national statistical program 2017-2019 - Update 2018-2019, currently in the process of adoption, and on the attached list of surveys involving the obligation for private subjects to respond. The incorporating company will need to communicate this event in the "Company Details" and "Report change" section of the Statistical portal of Istat companies.</p>	
<p><b>Corporate transformations and regulation</b></p>	<p><b>Corporate events</b></p>	<p>If the company has undergone a corporate event (incorporation of an existing company, creation from an existing company, acquisition of companies) must it complete the questionnaire?</p>	<p>If the company has undergone a corporate event (incorporation of an existing company, establishment of an existing company, acquisition of companies), the company resulting from the merger or the incorporating company assumes all the rights and obligations of the companies participating in the merger, continuing in all their pre-existing relationships based on art. 2504 bis of the Italian Civil Code.</p> <p>For this reason, the incorporating company assumes the obligation to provide the information and data requested in the survey questionnaire based on art. 7 of Italian Legislative Decree no. 322/1989 and on Italian Presidential Decree 31 January 2018, approving the national statistical program 2017-2019 - Update 2018-2019, currently in the process of adoption, and on the attached list of surveys involving the obligation for private subjects to respond. The incorporating company will need to communicate this event in the "Company Details" and "Report change" section of the Statistical portal of Istat companies.</p>	

<p><b>Corporate transformations and regulation</b></p>	<p><b>Activity status</b></p>	<p><b>If the company has ceased without a corporate transformation event (in 2017 or in previous years), should it complete the questionnaire?</b></p>	<p>In the event of cancellation from the Chamber of Commerce Companies Register after 31/12/2017, the obligation to respond remains. In the event of cancellation from the Chamber of Commerce Companies Register before 31/12/2017, the company is not obliged to reply to the questionnaire.</p> <p>To report an event of termination of the company, it is necessary to access the Portal in the "Company Details" section and to click on "Report change". The open page will allow the entering of new information. By selecting the "Activity status" and "Event" fields, a drop-down menu with the possible variations will be displayed. The change will be completed with the indication of "Month/Year" and of the sending. It is possible to include the document certifying the report by clicking on the "Browse" button in the "Attachment" field. After the verification and acceptance of the report, the company details will be updated.</p>	
<p><b>Corporate transformations and regulation</b></p>	<p><b>Activity status</b></p>	<p><b>If the company has ceased without a corporate transformation event (which took place in 2018 or in subsequent years) must it complete the questionnaire?</b></p>	<p>In case of cancellation from the Chamber of Commerce Companies Register after 31/12/2017, the obligation to reply remains.</p> <p>To report an event of termination of the company, it is necessary to access the Portal in the "Company Details" section and to click on "Report change". The open page will allow the entering of new information. By selecting the "Activity status" and "Event" fields, a drop-down menu with the possible variations will be displayed. The change will be completed with the indication of "Month/Year" and of the sending. It is possible to include the document certifying the report by clicking on the "Browse" button in the "Attachment" field. After the verification and acceptance of the report, the company details will be updated.</p>	

Questionnaires and surveys	Questionnaire items	Questions 1.1-1.2: What is a company controlled by a natural person or by a family?	The control by a natural person or by a family takes place if, as of 31 December 2018, this subject has the ability to establish operational, financial and production policies within the company, as it holds, for example, over 50 per cent of the quotas or shares (direct control) or has sufficient votes to exercise a dominant influence in the ordinary shareholders' meeting based on agreements with other shareholders (indirect control).	
Questionnaires and surveys	Questionnaire items	Question 1.1: What is the difference between direct and indirect control?	Direct control by a natural person or by a family refers to the possession by these individuals of more than 50 per cent of the quotas or shares with voting rights. Indirect control, conversely, occurs if the natural person or the family has sufficient votes to exercise a dominant influence in the ordinary meeting of the company, on the basis of agreements with other shareholders, contracts or statutory clauses.	
Questionnaires and surveys	Questionnaire items	Questions 1.1-1.2: What is meant by owner or parent family?	In the case of control by a family (family-controlled company), it is exercised by owners bound by family or affinity ties. The direct family control configures the case of a small company, while indirect control is realised, for example, in the case of divided up and internationalised groups of companies.	
Questionnaires and surveys	Questionnaire items	Question 1.2: What is meant by company management responsibility?	The responsibility for the management of the company includes the decisions taken both in the day-to-day operation, essentially operational, and in terms of company policies and long-term choices for performing of economic activity.	

<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Questions 1.5-1.7: Which link identifies the family in the definition of generational handover and family control for the purposes of the survey?</p>	<p>The reference is to the relationship of kinship and affinity. Therefore, persons connected by relationships of consanguinity (parent, child, siblings or cousins) and acquisition (for example, father-in-law and son-in-law, husband and brother of his wife, etc.).</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Question 2.2: What is the difference between temporary workers and other employees?</p>	<p>The item "temporary workers" concerns the human resources acquired by the company between 2016 and 2018 through an interim or temporary work agency. In this case the contract is stipulated between the workers and the temporary agency. The "Other collaborators" item should include all the resources acquired through collaborative relationships (to which the same discipline of the subordinate employment relationship applies as from 1 January 2016) and which include:</p> <ul style="list-style-type: none"> <li>- exclusively personal work services,</li> <li>- of a continuous nature (i.e., not occasional),</li> <li>- whose methods of execution are organised by the client also with reference to the time and place of activity.</li> </ul> <p>This employment relationship is permitted in the following cases:</p> <ul style="list-style-type: none"> <li>- collaborations for which the national collective agreements stipulated by comparatively multiple representative trade union associations at national level provide for specific disciplines concerning economic and regulatory treatment, due to the particular production and organisational requirements of the relative sector;</li> <li>- collaborations provided in the exercise of intellectual professions for which listing with dedicated professional registers is necessary;</li> <li>- activities performed in the exercise of their function by members of the administrative and control bodies of the companies and by participants in boards and commissions.</li> </ul>	



<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Question X.2.10: What is the difference between internal management training and external management training?</p>	<p>Internally managed courses are frontal training activities, designed and managed mainly by the company that also defines or approves the organisation and contents. Courses with external management are frontal training activities, designed and managed mainly by public or private subjects outside the company. These subjects are also responsible for the contents of these vocational training courses. They must be performed in structures that are clearly distinct from the workplace (classrooms, training centres, etc.), which can be located both inside and outside the company. The participation of company employees in inter-company courses falls within this category.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Questions 2.9-X.2.14: What is meant by compulsory corporate training?</p>	<p>Compulsory company training includes all the training activities that allow a company to comply with current regulations regarding health and safety at work, fire prevention and first aid. It also includes training (provided to both tutors and apprentices) for the inclusion of workers with apprenticeship contracts or for training qualifying for a profession.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Question X.2.12: How is it possible to quantify the percentage of personnel who have carried out at least one non-compulsory corporate training activity?</p>	<p>To quantify the percentage of personnel who have carried out corporate training activities, the share of workers in the workforce, excluding apprentices, who in 2018 participated in at least one internal, external or informal learning activity (such as training on the job) is considered. Mandatory corporate training activities relating to, for example, health and safety at work must not be considered.</p>	

Questionnaires and surveys	Questionnaire items	Question X.2.13: What costs should be considered to quantify the expense incurred by the company for non-compulsory corporate training?	The total expenditure incurred by the company for the non-compulsory corporate training activity includes payments to organisations that have carried out external training activities, the registration costs incurred for own personnel and those for travel and stays for off-site courses, the expenses for the work of the tutors employed at the company, as well as the costs of the buildings, equipment and materials used for training. In quantifying the expenditure it is necessary to also consider the average daily cost of the personnel who have attended the training courses.	
Questionnaires and surveys	Questionnaire items	Question 3.1: The company that answers the questionnaire purchases goods or services from another company according to a specific contract or agreement. In this case is the company the client?	Yes. The company is the client and in question 3.1 they must answer "Yes" to "Job Order".	
Questionnaires and surveys	Questionnaire items	Question 3.1: The company sells goods or provides services to another company/body according to a specific contract or agreement. In this case, is the company a subcontractor?	Yes. The company is a subcontractor and in question 3.1 it must answer "Yes" to "Subcontracting".	
Questionnaires and surveys	Questionnaire items	Question 3.1: The company purchases goods or services from another company or sells goods and services to other companies without a contract that specifies the methods. In this case, does the company have contract/subcontract relations?	No. The order relations, as well as those of subcontracting, must be based on a contract or an agreement which specifies the modes, quantity and timing of the supply of the goods or service.	
Questionnaires and surveys	Questionnaire items	Question 3.2: The company maintains relations with multiple types of subjects. How many boxes is it possible to tick?	There is no maximum limit. It is also possible to tick all the boxes provided. What is important is that the relations indicated have precise references to the supply, production and activities to be carried out on the basis of specific contracts, formal or informal agreements.	

<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question 3.3: The company maintains relations for the performance of several functions. How many boxes is it possible to tick?	There is no maximum limit. It is also possible to tick all the boxes provided. What is important is that the relations indicated have precise references to the supply, production and activities to be carried out on the basis of specific contracts, formal or informal agreements.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question X.3.8: How is it possible to identify the sector of economic activity of the companies with which relations are held?	To identify the economic activity of the company with which there are relations of contract, subcontracting or with which formal, informal or other agreements have been entered into, it is necessary to consider the main activity carried out, that is the activity that contributes most to the production of this enterprise.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question X.4.3: How is it possible to identify the business sector of the company's main customers?	In order to identify the sector of economic activity of the company's customers, it is necessary to consider the main task performed, namely the activity that contributes most to the production of this company.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question X.4.5: What is meant by variable costs?	Variable costs are business expenses that change based on a company's production volume. It is distinct from fixed costs, which remain constant whether production increases or if it decreases. The most common types of variable cost are the raw materials required for production and personnel costs.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question X.4.7: In the case of a multi-product company it is possible that the pricing and distribution strategies are different depending on the product considered. What is the prevalence criterion to be adopted to identify the product to which the response should refer?	Reference should be made to the main product, as declared by the company.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question 6.1: What is the time reference for trade payables and receivables?	The reference is to trade payables and receivables outstanding at 31 December 2018.	

<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Question X.7.1: What is meant by production delocalisation and what cases need to be considered?</p>	<p>The question aims to detect the cases of delocalisation of production carried out in 2018 by Italian companies through foreign direct investments or delocalisation agreements or contracts. Foreign direct investment means the start-up of new production units (greenfield), corporate investments (brownfield), corporate operations such as mergers and acquisitions of at least 10% of the ordinary shares of a foreign company (Mergers and Acquisitions - M&amp;A). The purpose of these investments is to achieve a lasting interest in the country and a significant influence in the management of the company. Delocalisation agreements or contracts concern collaborations with foreign companies of a technical and/or production type, such as, for example, the processing account, subcontracting, the transfer of production licences to independent foreign companies, etc.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Question X.7.1-X.7.2: If the company owns foreign company shares of less than 10 per cent, how should question X.7.1 and the related questions (X.7.2 and X.7.3) be answered correctly?</p>	<p>The company may indicate that it has carried out at least part of its production activities abroad through direct investments (first response method), if in 2018 it has direct control over the foreign company and/or the investment objective is to achieve a lasting interest in the country. Also in this case, at question 7.2 the delocalisation country must be indicated by ticking the box "Yes, through subsidiary or joint venture".</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Questions 8.5.1-8.5.2 What must the company consider to define the investment intensity required for the areas indicated in the question?</p>	<p>The company defines the intensity of the investments from those areas indicated, evaluating in which the business strategy is more focused, both through tangible and intangible investments, using the prevalence of an area with respect to the others as a yardstick.</p>	
<p><b>Questionnaires and surveys</b></p>	<p><b>Questionnaire items</b></p>	<p>Questions 9.1-9.2: What time reference should the company take into consideration to identify the objectives pursued and achieved from those indicated in the question?</p>	<p>The company can indicate all the environmental, social responsibility and safety objectives in which it is engaged or has committed to in the past, from those specified in the question. To identify whether the objective pursued has also been achieved, it is necessary to consider all the actions carried out until the completion of the questionnaire.</p>	

<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Questions 9.3: What tools can a company share with its resources?	Tools for sharing the resources of a company are the tools that do not involve a concrete donation of money by the company but which allow a financing of activities and projects through the free provision of machinery, workforce, spaces, premises, technologies, etc.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Questions 9.3.1: What is meant by stakeholders?	Stakeholders are all those subjects that directly or indirectly influence the company's activity. The main stakeholders of a company include customers, suppliers, users, prospective partners, but also the local community where the company is located and therefore local authorities, trade associations, universities, centres of research, etc. What is important is that they are subjects capable of affecting the operational and strategic purposes of the company.	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question 9.9 and 9.12: What is the difference between qualitative and quantitative tools?	Qualitative tools for the evaluation of the initiatives include interviews with the subjects involved, recipients, focus groups, the collection of comments, etc. Quantitative tools, instead, are realised through multiple structured surveys, with questionnaires with closed questions, the collection of statistical data, the construction of indicators of effectiveness and efficiency, etc. In questions 9.9 and 9.12 of the questionnaire of the Business Census it is possible to indicate all the tools used (both quantitative and qualitative).	
<b>Questionnaires and surveys</b>	<b>Questionnaire items</b>	Question 9.14: What is meant by competitive capacity?	Competitive capacity means the ability of companies to stay on the market and to compete. In question 9.14 all the initiatives supported or carried out by the company in favour of other companies or institutions (clients, suppliers, etc.) must be considered to strengthen their competitiveness in the conviction of obtaining results that can also create benefits and advantages for itself.	